



COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

Anthony Conyers, Jr.
COMMISSIONER

November 24, 2008

MEMORANDUM

TO: Members, State Board of Social Services

FROM: Anthony Conyers, Jr., Commissioner

ACTION: Approve Revised Classification and Compensation Plan

Our Virginia Department of Social Services' Division of Human Resource Management and a committee of local agency employees have collaborated to update the current classification/compensation structures used by the local non-deviating departments of social services. The committee is chaired by Betty Wells, the local director in Halifax County and co-chaired by Rick Verilla, the local director in Campbell County.

At your April 2007 meeting, Mrs. Wells briefed you on the work of her committee. At the June 2007 meeting, you approved the (then proposed) compensation schedule, class titles and salary grades effective July 1, 2008 – contingent upon funding. Funding was not secured.

Since then, the committee and the Division of Human Resource Management staff have collaborated and now propose revisions to what was approved earlier. The changes allow implementation of the new occupational group descriptions (class titles) and a compensation schedule that would allow implementation without additional funding.

I request that you approve the attached compensation schedule, occupational group descriptions, and pay plan to be effective June 1, 2009.

If you have questions concerning this requested action, please contact our Director of Human Resource Management, Renee Fleming Mills, by telephone at 804.726.7031 or by e-mail at renee.mills@dss.virginia.gov.

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OCCUPATIONAL BANDING

LOCAL DEPARTMENTS OF SOCIAL SERVICES

COMPENSATION STRUCTURE

OCCUPATIONS BY PAY BANDS & TIERS

PAY BAND		TIERS	OCCUPATION (Old Title)	OCCUPATION (New Title)	RANGE MINIMUM	RANGE MAXIMUM
1		Tier 1	Custodial Worker	Custodian	\$15,063	\$43,683
2	Tier 1	Automotive Coordinator	Office Associate I	\$17,144	\$49,718	
		Clerk I				
	Tier 2	Clerk II	Office Associate II	\$19,707		
		Data Entry Operator I				
		Receptionist I				
	Tier 3	Clerk III	Office Associate III	\$21,127		
		Data Entry Operator II				
		Receptionist II				
3	Tier 1	Account Clerk I	Fiscal Assistant I	\$19,511	\$56,582	
		Aide I	Human Services Assistant I			
		NEW	Teacher Assistant-Child Care			
	Tier 2	Aide II	Human Services Assistant II	\$22,427		
		Food Stamp Clerk	Fiscal Assistant II			
		NEW	Group Home Child Specialist			
	Tier 3	Account Clerk II	Fiscal Assistant III	\$24,044		
		Aide Supervisor	Human Services Assistant III			
		Screeners				
4	Tier 1	Clerk 4	Administrative Program Assistant I	\$22,652	\$65,691	
	Tier 2	Office Assistant	Administrative Program Assistant II	\$24,284		
		Secretary I	Secretary I			
	Tier 3	Secretary II	Secretary II	\$26,038		
		NEW	Administrative Coordinator I			
	Tier 4	NEW	Administrative Coordinator II	\$28,759		

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OCCUPATIONAL BANDING									
LOCAL DEPARTMENTS OF SOCIAL SERVICES									
COMPENSATION STRUCTURE									
OCCUPATIONS BY PAY BANDS & TIERS									
PAY BAND		TIERS	OCCUPATION (Old Title)		OCCUPATION (New Title)		RANGE MINIMUM		RANGE MAXIMUM
5		Tier 1	Clerical Supervisor		Office Supervisor		\$27,366		\$79,361
			Eligibility Worker & Eligibility Intake Worker		Benefit Programs Specialist I/II				
	Tier 2	Accountant		Accountant		\$28,195			
		Personnel Specialist		Human Resource Specialist					
		NEW		Teacher Child Care					
	Tier 3	Account Clerk Supervisor		Fiscal Assistant Supervisor		\$29,339			
		Sr. Eligibility Worker		Benefit Programs Specialist III					
		Fraud Investigator		Fraud Investigator I/II					
		NEW		Group Home Child Care Supervisor					
		NEW		Teacher Supervisor					
	Tier 4	NEW		Benefit Programs Specialist IV		\$32,089			
		NEW		Assistant Facility Manager					

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OCCUPATIONAL BANDING									
LOCAL DEPARTMENTS OF SOCIAL SERVICES									
COMPENSATION STRUCTURE									
OCCUPATIONS BY PAY BANDS & TIERS									
PAY BAND		TIERS	OCCUPATION (Old Title)		OCCUPATION (New Title)		RANGE MINIMUM		RANGE MAXIMUM
6	Tier 1		IS Support Technician		IS Support Specialist I		\$29,930		
			NEW		Housing Specialist				
			NEW		Facility Manager I				
			Social Worker		Social Worker I/II				
			Employment Services Worker		Self-Sufficiency Specialist I/II				
			Generic Intake Worker		Self-Sufficiency Specialist I/II				
			Self-Sufficiency Case Specialist		Self-Sufficiency Specialist I/II				
			Fiscal Manager		Fiscal Manager				
			Office Manager		Administrative Office Manager				
	Tier 2		Child Protective Service Worker I		Social Worker III		\$32,089		\$86,797
			Training Specialist		Training Specialist				
			Sr. Employment Services Worker		Self Sufficiency Specialist III				
			Sr. Self Sufficiency Case Specialist		Facility Manager II				
			Group Home Director		Social Worker III				
	Tier 3		IS Support Specialist		IS Support Specialist II		\$34,404		
			Volunteer Services Coordinator		Program Coordinator				
	Tier 4		Child Protective Service Worker II		Social Worker IV		\$36,886		
			Principle Social Worker						
			NEW		Self-Sufficiency Specialist IV				

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OCCUPATIONAL BANDING									
LOCAL DEPARTMENTS OF SOCIAL SERVICES									
COMPENSATION STRUCTURE									
OCCUPATIONS BY PAY BANDS & TIERS									
PAY BAND		TIERS	OCCUPATION (Old Title)		OCCUPATION (New Title)		RANGE MINIMUM		RANGE MAXIMUM
7		Tier 1	Eligibility Supervisor		Benefit Programs Supervisor		\$33,726		\$97,910
			Senior Eligibility Supervisor		Computer Programmer				
			Computer Programmer		Computer Programmer				
			Information Systems Computer Prog		Computer Programmer				
			Executive Assistant		Administrative Analyst				
	Tier 2	NEW	Fraud Investigator Supervisor	\$36,159					
		Supervisor of Staff Development	Training & Development Supervisor						
8		Tier 1	Social Work Supervisor		Social Work Supervisor		\$36,886		\$106,969
			Senior Social Work Supervisor						
			Employment Services Supervisor		Self-Sufficiency Supervisor				
			Sr. Employment Services Supervisor						
			Self-Sufficiency Case Spec Supvr						
			NEW		Housing Supervisor				
			Volunteer Services Director		Program Coordinator Supervisor				
	Tier 2	Administrative Manager I	Administrative Services Manager	\$37,255					
		Administrative Manager II	Administrative Services Manager						
	Tier 3	Information Systems Coordinator	Information Systems Support Specialist Supervisor	\$39,545					

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OCCUPATIONAL BANDING									
LOCAL DEPARTMENTS OF SOCIAL SERVICES									
COMPENSATION STRUCTURE									
OCCUPATIONS BY PAY BANDS & TIERS									
PAY BAND		TIERS	OCCUPATION (Old Title)		OCCUPATION (New Title)		RANGE MINIMUM		RANGE MAXIMUM
9		Tier 1	Chief Eligibility Supervisor I & II		Benefit Programs Manager		\$41,564		\$120,536
			Chief Social Work Supervisor I & II		Social Work Manager				
			NEW		Self-Sufficiency Manager				
			Assistant Director I		Social Services Assistant Director I				
			Director I & II		Social Service Director I				
		Tier 2	Assistant Director II		Social Service Assistant Director II		\$44,560		
	Tier 3	Deputy Director		Social Services Assistant Director III		\$54,916			
10		Tier 1	Director III		Social Service Director II		\$51,221		\$148,541
11		Tier 1	Director IV		Social Service Director III		\$54,916		\$159,256
			Director V						
			Director VI						

STATE VDSS
BASIC COMPENSATION SCHEDULE
for
Local Departments of Social Services

		PAY BAND		MINIMUM		MAXIMUM		
		1		\$15,063		\$45,189		
		2		\$17,144		\$51,432		
		3		\$19,511		\$58,533		
		4		\$22,652		\$67,956		
		5		\$27,366		\$82,098		
		6		\$29,930		\$89,790		
		7		\$33,762		\$101,286		
		8		\$36,886		\$110,658		
		9		\$41,564		\$124,692		
		10		\$51,221		\$153,663		
		11		\$54,916		\$164,748		
Range is 200%.								
By position, minimums are the same as the 2007 Compensation Schedule/Plan.								

STATE VDSS
EXPANDED COMPENSATION SCHEDULE
for
Local Departments of Social Services

OCCUPATION	PAY BAND	Tier	MINIMUM	MAXIMUM
Accountant	5	2	\$28,195	\$82,089
Administrative Analyst	7	1	\$33,762	\$101,286
Administrative Coordinator I	4	3	\$26,038	\$67,956
Administrative Coordinator II	4	4	\$28,759	\$67,956
Administrative Office Manager	6	1	\$29,930	\$89,790
Administrative Program Assistant I	4	1	\$22,652	\$67,956
Administrative Program Assistant II	4	2	\$24,284	\$67,956
Administrative Services Manager	8	2	\$37,255	\$110,658
Assistant Facility Manager	5	4	\$32,089	\$82,089
Benefit Programs Manager	9	1	\$41,564	\$124,692
Benefit Programs Specialist I/II	5	1	\$27,366	\$82,098
Benefit Programs Specialist III	5	3	\$29,339	\$82,089
Benefits Programs Specialist IV	5	4	\$32,089	\$82,089
Benefit Programs Supervisor	7	1	\$33,762	\$101,286
Computer Programmer	7	1	\$33,762	\$101,286
Custodian	1	1	\$15,063	\$45,189
Facility Manager I	6	1	\$29,930	\$89,790
Facility Manager II	6	2	\$32,089	\$89,790
Fiscal Assistant I	3	1	\$19,511	\$58,533
Fiscal Assistant II	3	2	\$22,427	\$58,533
Fiscal Assistant III	3	3	\$24,044	\$58,533
Fiscal Assistant Supervisor	5	3	\$29,339	\$82,089
Fiscal Manager	6	1	\$29,930	\$89,790
Fraud Investigator I - Trainee	5	1	\$27,366	\$82,098
Fraud Investigator II	5	1	\$27,366	\$82,098
Fraud Investigator Supervisor	7	2	\$36,159	\$101,286
Group Home Child Care Supervisor	5	3	\$29,339	\$82,089
Group Home Child Specialist	3	2	\$22,427	\$58,533
Housing Specialist	6	1	\$29,930	\$89,790
Housing Supervisor	8	1	\$36,886	\$110,658
Human Resource Specialist	5	2	\$28,195	\$82,089
Human Services Assistant I	3	1	\$19,511	\$58,533
Human Services Assistant II	3	2	\$22,427	\$58,533
Human Services Assistant III	3	3	\$24,044	\$58,533
Information System Support Specialist I	6	1	\$29,930	\$89,790
Information System Support Specialist II	6	3	\$34,404	\$89,790
Information Systems Support Specialist Supvr	8	3	\$39,545	\$110,658
Office Associate I	2	1	\$17,144	\$51,432
Office Associate II	2	2	\$19,707	\$51,432
Office Associate III	2	3	\$21,127	\$51,432
Office Supervisor	5	1	\$27,366	\$82,098
Program Coordinator	6	3	\$34,404	\$89,790
Program Coordinator Supervisor	8	1	\$36,886	\$110,658
Secretary I	4	2	\$24,284	\$67,956
Secretary II	4	3	\$26,038	\$67,956
Self-Sufficiency Manager	9	1	\$41,564	\$124,692
Self-Sufficiency Specialist I/II	6	1	\$29,930	\$89,790
Self-Sufficiency Specialist III	6	2	\$32,089	\$89,790
Self-Sufficiency Specialist IV	6	4	\$36,886	\$89,790
Self-Sufficiency Supervisor	8	1	\$36,886	\$110,658

STATE VDSS
EXPANDED COMPENSATION SCHEDULE
for
Local Departments of Social Services

OCCUPATION	PAY BAND	Tier	MINIMUM	MAXIMUM
Social Service Assistant Director I	9	1	\$41,564	\$124,692
Social Service Assistant Director II	9	2	\$44,560	\$124,692
Social Service Assistant Director III	9	3	\$54,916	\$124,692
Social Service Director I	9	1	\$41,564	\$124,692
Social Service Director II	10	1	\$51,221	\$153,663
Social Service Director III	11	1	\$54,916	\$164,748
Social Work Manager	9	1	\$41,564	\$124,692
Social Work Supervisor	8	1	\$36,886	\$110,658
Social Worker I/II	6	1	\$29,930	\$89,790
Social Worker III	6	2	\$32,089	\$89,790
Social Worker IV	6	4	\$36,886	\$89,790
Teacher Assistant-Child Care	3	1	\$19,511	\$58,533
Teacher Child Care	5	2	\$28,195	\$82,089
Teacher Supervisor	5	3	\$29,339	\$82,089
Training & Development Supervisor	7	2	\$36,159	\$101,286
Training Specialist	6	2	\$32,089	\$89,790

PROPOSED OCCUPATIONAL STRUCTURE	3
11-0000 MANAGEMENT OCCUPATIONS	6
SOCIAL SERVICES DIRECTOR	6
<i>Social Services Director I</i>	<i>7</i>
<i>Social Services Director II</i>	<i>9</i>
<i>Social Services Director III</i>	<i>11</i>
ASSISTANT DIRECTOR	14
<i>Social Services Assistant Director</i>	<i>15</i>
<i>Social Services Assistant Director II</i>	<i>16</i>
<i>Social Services Assistant Director III</i>	<i>18</i>
FACILITY MANAGER	21
<i>Assistant Facility Manager</i>	<i>22</i>
<i>Facility Manager I</i>	<i>23</i>
<i>Facility Manager II</i>	<i>24</i>
ADMINISTRATIVE SERVICES MANAGER	27
<i>Administrative Office Manager</i>	<i>28</i>
<i>Administrative Services Manager</i>	<i>29</i>
13-000 BUSINESS AND FINANCIAL OCCUPATIONS	31
HOUSING SPECIALIST	31
<i>Housing Specialist</i>	<i>32</i>
<i>Housing Supervisor</i>	<i>33</i>
FRAUD INVESTIGATOR	35
<i>Fraud Investigator I</i>	<i>36</i>
<i>Fraud Investigator II</i>	<i>37</i>
<i>Fraud Investigator Supervisor</i>	<i>38</i>
TRAINING SPECIALIST	40
<i>Training Specialist</i>	<i>41</i>
<i>Training and Development Supervisor</i>	<i>43</i>
HUMAN RESOURCES SPECIALIST	46
<i>Human Resources Specialist</i>	<i>47</i>
ADMINISTRATIVE ANALYST	49
<i>Administrative Analyst</i>	<i>50</i>
ACCOUNTANT	52
<i>Accountant</i>	<i>53</i>
<i>Fiscal Manager</i>	<i>54</i>
15-000 COMPUTER OCCUPATIONS	56
COMPUTER PROGRAMMER	56
<i>Computer Programmer</i>	<i>57</i>
INFORMATION SYSTEMS SUPPORT SPECIALIST	59
<i>Information Systems Support Specialist I</i>	<i>60</i>
<i>Information Systems Support Specialist II</i>	<i>61</i>
<i>Information Systems Support Supervisor</i>	<i>63</i>
21-000 COMMUNITY AND SOCIAL SERVICES OCCUPATIONS	65
SOCIAL WORKER	65
<i>Social Worker I</i>	<i>66</i>
<i>Social Worker II</i>	<i>68</i>
<i>Social Worker III</i>	<i>70</i>
<i>Social Worker IV</i>	<i>72</i>
<i>Social Work Supervisor</i>	<i>74</i>
<i>Social Work Programs Manager</i>	<i>75</i>
HUMAN SERVICES ASSISTANT	77
<i>Human Services Assistant I</i>	<i>78</i>

<i>Human Services Assistant II</i>	79
<i>Human Service Assistant III</i>	82
PROGRAM COORDINATOR	85
<i>Program Coordinator</i>	86
<i>Program Coordinator Supervisor</i>	88
GROUP HOME CHILD CARE SPECIALIST	91
<i>Group Home Child Care Specialist</i>	92
<i>Group Home Child Care Supervisor</i>	93
SELF-SUFFICIENCY SPECIALIST	95
<i>Self-Sufficiency Specialist I</i>	96
<i>Self-Sufficiency Specialist II</i>	98
<i>Self-Sufficiency Specialist III</i>	100
<i>Self-Sufficiency Specialist IV</i>	102
<i>Self-Sufficiency Supervisor</i>	104
<i>Self-Sufficiency Manager</i>	106
BENEFIT PROGRAMS SPECIALIST	109
<i>Benefit Programs Specialist I</i>	110
<i>Benefit Programs Specialist II</i>	111
<i>Benefit Programs Specialist III</i>	113
<i>Benefit Programs Specialist IV</i>	115
<i>Benefit Programs Supervisor</i>	117
<i>Benefit Programs Manager</i>	119
25-000 EDUCATION OCCUPATIONS	122
TEACHER-CHILD CARE	122
<i>Teacher-Child Care</i>	123
<i>Teacher Supervisor Child Care</i>	125
TEACHER ASSISTANT- CHILD CARE	128
<i>Teacher Assistant-Child Care</i>	129
37-000 BUILDING AND GROUNDS CLEANING OCCUPATIONS	131
CUSTODIAN	131
<i>Custodian</i>	132
43-000 OFFICE AND ADMINISTRATIVE SUPPORT OCCUPATIONS	134
FISCAL ASSISTANT	134
<i>Fiscal Assistant I</i>	135
<i>Fiscal Assistant II</i>	136
<i>Fiscal Assistant III</i>	137
<i>Fiscal Assistant Supervisor</i>	138
43-000 OFFICE AND ADMINISTRATIVE SUPPORT OCCUPATIONS	139
SECRETARY	139
<i>Secretary I</i>	140
<i>Secretary II</i>	141
ADMINISTRATIVE COORDINATOR	143
<i>Administrative Coordinator I</i>	144
<i>Administrative Coordinator II</i>	145
OFFICE ASSOCIATE	147
<i>Office Associate I</i>	148
<i>Office Associate II</i>	149
<i>Office Associate III</i>	150
<i>Office Supervisor</i>	152
ADMINISTRATIVE PROGRAM ASSISTANT	154
<i>Administrative Program Assistant I</i>	155
<i>Administrative Program Assistant II</i>	157

PROPOSED OCCUPATIONAL STRUCTURE

OCCUPATIONAL GROUPS, OCCUPATIONS, AND LEVELS

11-0000 MANAGEMENT OCCUPATIONS

SOCIAL SERVICES DIRECTOR

Social Services Director I
Social Services Director II
Social Services Director III

ASSISTANT DIRECTOR

Social Services Assistant Director I
Social Services Assistant Director II
Social Services Assistant Director III

FACILITY MANAGER

Assistant Facility Manager
Facility Manager I
Facility Manager II

ADMINISTRATIVE SERVICES MANAGER

Administrative Office Manager
Administrative Services Manager

13-000 BUSINESS AND FINANCIAL OCCUPATIONS

HOUSING SPECIALIST

Housing Specialist
Housing Supervisor

FRAUD INVESTIGATOR

Fraud Investigator I
Fraud Investigator II
Fraud Investigator Supervisor

TRAINING SPECIALIST

Training Specialist
Training and Development Supervisor

HUMAN RESOURCES SPECIALIST

Human Resources Specialist

ADMINISTRATIVE ANALYST

Administrative Analyst

ACCOUNTANT

Accountant
Fiscal Manager

15-000 COMPUTER OCCUPATIONS

COMPUTER PROGRAMMER

Computer Programmer

INFORMATION SYSTEMS SUPPORT SPECIALIST

Information Systems Support Specialist I

Information Systems Support Specialist II

Information Systems Support Supervisor

21-000 COMMUNITY AND SOCIAL SERVICES OCCUPATIONS

SOCIAL WORKERS

Social Worker I

Social Worker II

Social Worker III

Social Worker IV

Social Work Supervisor

Social Work Program Manager

HUMAN SERVICE ASSISTANT

Human Service Assistant I

Human Service Assistant II

Human Service Assistant III

PROGRAM COORDINATOR

Program Coordinator

Program Supervisor

GROUP HOME SPECIALIST

Group Home Child Care Specialist

Group Home Child Care Supervisor

SELF-SUFFICIENCY SPECIALIST

Self-Sufficiency Specialist I

Self-Sufficiency Specialist II

Self-Sufficiency Specialist III

Self-Sufficiency Specialist IV

Self-Sufficiency Supervisor

Self-Sufficiency Manager

BENEFIT PROGRAMS SPECIALIST

Benefit Programs Specialist I

Benefit Programs Specialist II

Benefit Programs Specialist III

Benefit Programs Specialist IV

Benefit Programs Supervisor

Benefit Programs Specialist I

Benefit Programs Manager

25-000 EDUCATION OCCUPATIONS

TEACHER-CHILD CARE

Teacher-Child Care

Teacher Supervisor -Child Care

TEACHER ASSISTANT-CHILD CARE

Teacher Assistant-Child Care

37-000 BUILDING AND GROUNDS CLEANING OCCUPATIONS

CUSTODIAN

Custodian

43-000 OFFICE AND ADMINISTRATIVE SUPPORT OCCUPATIONS

FISCAL ASSISTANT

Fiscal Assistant I

Fiscal Assistant II

Fiscal Assistant III

Fiscal Assistant Supervisor

SECRETARY

Secretary I

Secretary II

ADMINISTRATIVE COORDINATOR

Administrative Coordinator I

Administrative Coordinator II

OFFICE ASSOCIATES

Office Associate I

Office Associate II

Office Associate III

Office Supervisor

ADMINISTRATIVE PROGRAM ASSISTANT

Administrative Program Assistant I

Administrative Program Assistant II

11-0000 Management Occupations

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SOCIAL SERVICES DIRECTOR

Group Code:

Pay Bands: (Director I - 9) (Director II – 10) (Director III – 11)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in positions that work in the field of Management. Each level indicates a difference in job complexity / local agency size and sets a foundation for the development of career paths within the occupational group. However, only one Director exists at each local agency.

PAY BAND	Practitioner	PAY BAND	Manager
		9	<i>Social Services Director I</i>
		10	<i>Social Services Director II</i>
		11	<i>Social Services Director III</i>

Occupational Group Levels- This occupational group is comprised of three levels of Social Services Director ranging from Director I to Director III. The levels are determined by the management structure required to plan, organize, and direct all operations of a locality-wide Department of Social Services. All Directors are responsible for the oversight of financial operations, including preparing annual budget and the direction and supervision of staff.

The difference in level of Director is in the number and types of positions and various mandated and non-mandated social services programs managed in administering those social services programs for the locality. Guidelines used for defining office size follow:

- small office typically is *less than twenty-one* approved permanent FTE positions;
- moderate office typically *twenty-one to eighty* approved permanent FTE positions; and
- large office typically *more than eighty* approved permanent FTE positions.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Services Director I</i>	<i>9</i>	<i>1</i>	<i>A</i>

Level Description- Director I is the first level in the group for Social Services Directors. Employees are responsible for all social service and financial programs in a small office and directly supervise line staff and/or supervisors and are typically responsible for all human resource functions as prescribed by the local board of Social Services. *The Social Services Director I level is distinguished from the Social Services Director II class by the latter's having responsibility for a moderate size office whose local program requirements and complexity require management through first line managers.*

General Work Tasks (Illustrative Only) –

- Plans, organizes, and directs social service programs in a small office;
- Develops department budget and monitors expenditures;
- Performs human resource duties as prescribed by the local board of social services;
- Plans and coordinates implementation of programs;
- Ensures quality of services and maintenance of records / files;
- Develops policies, procedures, rules and regulations to meet needs of clients and department;
- Develops plans to meet changing regulations and program requirements;
- Supervises staff, including performance planning and evaluation;
- Collaborates with community partners, such as County or City Administrator, department directors and other social service agencies;
- Prepares reports and makes presentations as needed;
- Researches and develops agency resources, such as grants;
- Conducts staff conferences; plans case studies, and plans and directs staff development projects;
- Conducts program appeals hearings and renders written decisions;
- Makes recommendations for changes in the interest of improving operations;
- Interprets and explains programs, regulations, procedures and eligibility requirements.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the current social, economic, health issues and programs relating to clients in the jurisdiction; Social Security Act; laws and regulations on administration of welfare services; available resources and services for the needy; office management practices and principles of supervision; social work case load management; methods and techniques of counseling; basic principles of community organization and supervision; organization and structure of local, State and Federal government, and volunteer agencies, particularly regarding human services; strategic planning, resource allocation, human resources, leadership, and coordination of people and resources; human resource principles and procedures such as recruitment/selection, training, salary administration and benefits, and information systems; literature, human services trends (administration, planning, fiscal management, funding sources); and statistical analysis.

Skills- Skill in operating office equipment including the personal computer and related equipment.

Abilities- Demonstrated ability to: work effectively with others; communicate

effectively both orally and in writing with diverse group of persons; conduct research; plan and direct social services programs; interpret and implement policies and regulations compliant with local, state, federal laws, ordinances, rules and regulations; supervise the work of employees; mobilize community support and generate community awareness of programs; represent the agency before the Boards or Councils; provide reasoning and application of logical thinking for problem solving; provide leadership in system designs, personnel management, and budget formulation; negotiate contracts to support program and policy objectives; and analyze, initiate, concentrate and be creative with ingenuity.

Education and Experience- Master's degree in a related field supplemented with professional experience in social work with some supervisory or other management experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Services Director II</i>	<i>10</i>	<i>1</i>	<i>A</i>

Level Description- Director II is the second level in the group for Social Services Directors. Employees are responsible for all social service and financial program areas in a moderate size office with varied and complex programs and for supervising managers. *The Social Services Director II level is distinguished from the Social Services Director III level by the latter's having responsibility for a large office with local program requirements and complexity that require multiple levels of management and administrative and program units.*

General Work Tasks (Illustrative Only) –

- Establishes the goals and objectives for the Department of Social Services;
- Administers the Social Services Benefits Programs and Service Programs;
- Authorizes, coordinates and directs the programs of multiple divisions;
- Communicates the mission of the agency and duties of each division;
- Manages and coordinates workflow of division managers;
- Works with Board of Social Services in the preparation of agenda of administrative matters;
- Recommends policy and legislation changes through the presentation of reports and budget items, impact statements and directives;
- Makes short and long term decisions based on needs/problems, data, state and national trends and directives, and task force findings;
- Obtains and manages the agency's resources;
- Prepares agency budgets;
- Tracks expenditures, anticipates trends and redirects resources based on priority of needs;
- Authorizes expenditures for special funds;
- Determines need for new programs/services or need to modify existing ones;
- Interviews, hires, and reassigns staff as needed;
- Communicates Social Services program;
- Acts as a department spokesman with public and liaison on legislative issues;
- Serves on committees and board and gives presentations as needed or requested;
- May delegate responsibilities of typical personnel matters and daily operation of the agency to division managers;
- Approves special placements of children pending formal action by the Board of Social Services; communicates and plans with other human services administrators; and interprets policy and programs to other agencies.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the current social, economic, and health issues relating to clients in jurisdiction; Social Security Act; laws and regulations on administration of welfare services; social services offered in the county or city; available public and private resources and services for the needy; social work case load management; methods and techniques of counseling with clients; literature, trends and developments in the field of human services administration; and basic principles of community organization and supervision. Comprehensive knowledge of: management practices and principles of supervision; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources; principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems; program

planning, fiscal management and program funding sources; organization and structure of local, State and Federal government, and volunteer agencies, particularly regarding human services; and research methods and statistical analysis.

Skills- Skill in operating office equipment including the personal computer and related equipment.

Abilities- Demonstrated ability to: work effectively with others; communicate effectively both orally and in writing with diverse group of persons; conduct research; plan and direct social services programs of varied natures; interpret and implement policies and regulations and enforce Local, State, Federal laws, ordinances, rules and regulations; supervise the work of division managers that supervise multiple program and administrative supervisors; mobilize community support and generate community awareness of programs offered in the county; establish and implement effective management and administrative programs and procedures; represent the agency before the Boards or Councils; provide reasoning and application of logical thinking for problem solving; provide leadership in system designs, personnel management, and budget formulation; negotiate contracts to support program and policy objectives; and analyze, initiate, concentrate and be creative with ingenuity.

Education and Experience- Master's degree in human services field, a behavioral science, counseling, business or public administration or related field supplemented with professional experience in social work or other human services field with considerable supervisory or other management work experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title Code</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO</u>
<i>Social Services Director III</i>	<i>11</i>	<i>1</i>	<i>A</i>

Level Description- Director III is the third level in the group for Social Services Directors. Employees are responsible for all social service and financial program areas in a large office with varied and complex programs and are responsible for supervising managers that supervise other first-line managers. ***The Social Service Director III level is distinguished from the Social Services Director II class by having responsibility for a social service department that services a highly populated geographical area with a wide variety of mandated and non-mandated programs to administer the required and needed social services. The complexity of the organization requires having multiple program and administrative divisions requiring managers to manage those divisions by supervising other managers (second line supervisors) of a variety of financial and social services programs.***

General Work Tasks (Illustrative Only) –

- Leads and manages the Social Services Department to ensure program compliance for a wide variety and diverse mandated and non-mandated federal, state, and local programs;
- Establishes procedures, policies and standards; monitors program operations and evaluates effectiveness and results of these programs;
- Plans and oversees complicated accounting systems and department budget and makes financial decisions to achieve policy and program goals; monitors expenditures; makes policy decisions based on internal and external considerations;
- Authorizes, coordinates and directs multiple service, benefit, financial, and administrative divisions;
- Manages and coordinates workflow of deputy director and/or assistant directors that supervise multiple division managers;
- Evaluates effectiveness of established strategies, procedures and policies;
- Plans and develops departmental procedures in response to: disaster preparedness; the need to have memorandums of agreements with community partners; the need to provide mass care to citizens impacted by building and housing code enforcement; the need to provide housing and other treatment services to the homeless community; the need to deploy staff to police precincts to cover human service needs after normal business hours; the need to collaborate regionally to ensure citizens participate in self-help projects such as the Earned Income Tax Credit; the need to enroll children in health insurance; and the need to provide services to families and children in the most efficient and effective way;
- Designs services, defines objectives and strategies, implements, monitors and evaluates mandated and discretionary social service programs;
- Develops and maintains relationships with external organizations to facilitate program goals;
- Serves as liaison with external organizations, such as boards and committees, professional and service associations, and legal counsel;
- Interviews, hires, and reassigns staff as needed;
- Provides organizational leadership in system design, personnel management, and budget formulation; and
- Negotiates contracts to support program and policy objectives.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: management practices and principles of supervision; program planning, personnel and fiscal management and program funding sources; organization and structure of local, State and Federal government, and volunteer agencies, particularly regarding human services; and research methods and statistical analysis; the current social, economic, and health issues relating to clients in jurisdiction; Social Security Act; laws and regulations on administration of welfare services; social services offered in the county or city; available public and private resources and services for the needy; social work case load management; the methods and techniques of counseling with clients; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources; principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems; literature, trends and developments in the field of human services administration; and basic principles of community organization and supervision.

Skills- Skill in operating office equipment including the personal computer and related equipment.

Abilities- Demonstrated ability to: work effectively with others; communicate effectively both orally and in writing with diverse group of persons; conduct research; plan and direct social services programs of varied natures; interpret and implement policies and regulations and enforce local, state, federal laws, ordinances, rules and regulations; manage a complex human services agency with significant management demands having multiple service, benefit, financial and administrative programs and large and diverse staff; mobilize community support and generate community awareness of programs offered in the county; establish and implement effective management and administrative programs and procedures; represent the agency before the Boards or Councils; provide reasoning and application of logical thinking for problem solving; provide leadership in system designs, personnel management, and budget formulation; negotiate contracts to support program and policy objectives; and analyze, initiate, concentrate and be creative with ingenuity.

Education and Experience- Master's degree in human services field, a behavioral science, counseling, business or public administration or related field supplemented with significant management experience in a social work, community or other human services organization **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SOCIAL SERVICES DIRECTOR LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License may be required for all of the above levels.

SPECIAL REQUIREMENTS: Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

11-0000 Management Occupations

DRAFT

ASSISTANT DIRECTOR

Group Code:

Pay Bands: (Social Services Assistant Directors -9)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Management. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
		9	<i>Social Services Assistant Director I</i>
		9	<i>Social Services Assistant Director II</i>
		9	<i>Social Services Assistant Director III</i>

Occupational Group Levels- This occupational group is comprised of three levels of Social Services Assistant Director levels. The number of levels is determined by the management required to plan, organize, and direct assigned operations of service, financial, benefits and administration programs. Social Services Assistant Directors are responsible for the oversight of assigned program areas including preparing annual budget and the direction and supervision of staff. The difference in level of Social Services Assistant Director is in the number and types of programs and staff supervised in administering the various administrative, mandated, and non-mandated social services programs of the counties or cities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Services Assistant Director I</i>	<i>9</i>	<i>1</i>	<i>A</i>

Level Description- This is the first management level in the occupational group for Assistant Director. Employees classified as Benefit Program Manager, Social Work Program Manager, and Administrative Services Manager may also act as an Assistant Director I to a Social Service Director. The Social Services Assistant Director I class is responsible for a major program area, advises the Social Service Director on a variety of issues and undertakes special projects. **The Social Services Assistant Director I class is distinguished from the Social Services Assistant Director II class by the latter having responsibility for oversight of a major division having multiple administrative and program units requiring management through managers that supervise first line program supervisors.**

General Work Tasks (Illustrative Only) –

- Supervises supervisory staff; acts in the place of the Social Services Director when absent;
- Plans, organizes and directs staff / programs;
- Conducts meetings as necessary; *For additional information see the management series for the appropriate program area (Benefits, Social Work, Financial, or Administrative).*

Knowledge, Skills, and Abilities- *For this information see the management series for the appropriate program area (Benefits, Social Work, Financial, or Administrative).*

Education and Experience- *For this information see the management series for the appropriate program area (Benefits, Social Work, Financial, or Administrative).*

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Services Assistant Director II</i>	<i>9</i>	<i>2</i>	<i>A</i>

Level Description- This is the second management level in the occupational group for Social Services Assistant Director. Employees are responsible for reporting to the Director of Social Services and managing a major division having multiple administrative and program units requiring management through managers that supervise first line program supervisors. **The Social Services Assistant Director II is distinguished from the Social Services Assistant Director III by the latter serving as a Deputy Director and having responsibility for the management of the major part of the local social services programs (both operational and administrative programs).**

General Work Tasks (Illustrative Only) –

- Supervises management staff; acts in the place of the Social Services Director when absent; plans, organizes and directs staff / programs;
- Conducts meetings as necessary;
- Directs, advises and consults with program managers on operational and policy issues and related courses of action and procedures;
- Writes, revises and interprets program and operational policy of the division and department;
- Consults with and advises the Social Services Director on major operational and program matters;
- Plans and coordinates the implementation of specialized divisional administrative or operational programs of the department;
- Participates in and leads special projects;
- Prepares reports as needed;
- Assists with development of department budget; and
- Coordinates audits and prepares audit narratives.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: human services program delivery; assigned program areas' policies, procedures and practices; the current social, economic, and health issues relating to clients in jurisdiction; Social Security Act; laws and regulations on administration of welfare services; human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; principles and processes for providing customer and personal services; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources; and principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems.

Skills- Skill in: operating office equipment to include the personal computer and related equipment.

Abilities- Demonstrated ability to: plan, direct, implement, and monitor assigned programs; supervise and direct the work of managers; communicate effectively both orally and in writing, with diverse groups of persons; interpret complex rules and regulations; work effectively with others; represent the Social Service Director before the Boards, staff, and other committee assignment or government meetings; and to analyze problems and develop logical conclusions.

Education and Experience- Master's degree in social work, a behavioral science, counseling, business or public administration or related field supplemented with professional experience in social work or other human services field with some supervisory or other management work experience or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Services Assistant Director III</i>	8	3	A

Level Description- This is the third management level in the occupational group for Social Services Assistant Director. Employees are responsible for serving as the single principal assistant to a Social Services Director requiring the planning, organizing, staffing and directing of major functional areas of the local department and includes both operational and administrative program areas. Employees are second only to the agency head in making decisions affecting the agency, particularly in specified program areas. **The Social Services Assistant Director III is distinguished from the Social Services Assistant Director II by serving as a single position Deputy Director and having responsibility for the management of the major part of the local social services programs (both operational and administrative programs).**

General Work Tasks (Illustrative Only) –

- Implements, monitors, and evaluates major programs related to the department's management and operations.
- Develops, interprets, and administers administrative policies, procedures, and utilization of staff resources.
- Assigns and explains work assignments to managers for new or changed programs, goals and processes;
- Reviews and analyzes records and reports of work accomplishment to assess program progress and resolve problems encountered in achieving goals and objectives;
- Takes corrective action;
- Attends management planning and policy-making meetings and provides advisory services in financial management matters;
- Represents the Social Service Director when absent or as designated; and
- Directs the work of managers who are responsible for major program areas in administrative support and program operations.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: human services program delivery; the current social, economic, and health issues relating to clients in jurisdiction; Social Security Act; laws and regulations on administration of welfare services; human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; principles and processes for providing customer and personal services; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources; and principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems.

Comprehensive knowledge of: the rules, regulations, and policies governing the department's administrative, financial, and operational programs which this position supervises.

Working knowledge of technical fields supervised.

Skills- Skill in: operating office equipment to include the personal computer; and related equipment.

Abilities- Demonstrated ability to: plan, direct, implement, and monitor assigned programs; supervise and direct the work of managers; communicate effectively both orally and in writing, with diverse groups of persons; interpret complex rules and regulations; work effectively with others; represent the Social Service Director before the Boards, staff, and other committee assignment or government meetings; and to analyze problems and develop logical conclusions.

Education and Experience- Master's degree in social work, a behavioral science, counseling, business or public administration or related field supplemented with professional experience in social work or other human services field with considerable supervisory or other management work experience or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

ASSISTANT DIRECTOR LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License may be required for the above levels.

SPECIAL REQUIREMENTS:

Requires undergoing Central Registry background checks. May be required to report for emergency shelter duty. Individual cannot be listed with any state's Department of Social Services as having a record of a "founded" child abuse complaint. Occasional weekend work, work during inclement weather, or work during other unusual conditions may be required.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

11-0000 Management Occupations

DRAFT

FACILITY MANAGER

Group Code:

Pay Bands: (Assistant Facility Manager and Facility Manager I-5)
(Facility Manager II- 6)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Management. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
		5	<i>Assistant Facility Manager</i>
		6	<i>Facility Manager I</i>
		6	<i>Facility Manager II</i>

Occupational Group Levels- This occupational group is composed of one assistant director and two manager levels of facility management. The number of levels is determined by the expertise required to perform facility management of child care centers and group homes within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Assistant Facility Manager</i>	<i>5</i>	<i>4</i>	<i>A</i>

Level Description- This is the assistant management level in the occupational group for Facility Manager. Employees are responsible for reporting to the Facility Director of a child day care center. The Assistant Manager is to be qualified to assume the role of Manager with all the responsibilities inherent, when called upon to do so. **The Assistant Facility Manager is distinguished from the Facility Manager I by the latter's having the responsibility for the management of a child care center.**

General Work Tasks (Illustrative Only) –

- Assists the Facility Manager with staff recruitment and selection, development of educational and recreational curriculum, supervision of all teaching staff, volunteers, clients;
- Prepares and adheres to a budget: monitors equipment and materials; aids in parent involvement and Parent Advisory Committee;
- Administers First Aid/CPR, and handles health, safety, and emergency issues, when necessary;
- Observes children for special needs and makes referrals;
- Attends professional trainings, meetings, and conferences to maintain professional development and meet licensing standards;
- Develops program and monitors for age appropriateness; and
- Assists Director in maintenance of Child Records, attendance, and financial management.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: principles and methods of social work and child development; community organizations and resources; health and safety codes, regulations and practices; supervisory principles and practices; child care; and public relations principles.

Skills- Skill in operating office equipment including the personal computer and related equipment.

Abilities- Demonstrated ability to: develop curriculum; identify special needs of children; establish and maintain working relationships with staff, board members, and community; select, supervise and evaluate the performance of staff; conduct in-service training; and communicate effectively, both orally and in writing.

Education and Experience- Associate Degree required in a child related field from an accredited college or university supplemented with work experience in group care of children and supervision of others **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title
Facility Manager I

Pay Band
6

Tier
1

EEO Code
A

Level Description- This is the first level of management in the occupational group for Facility Manager. Employees are responsible for day-to-day operations of child day care centers. **The Facility Manager I is distinguished from the Facility Director II by the latter's being responsible for the operations of a group home which is a 24 hour day operation with diverse type of programs for children and youths.**

General Work Tasks (Illustrative Only) –

- Plans, organizes, and conducts all child, parent, teacher components of a child care center;
- Works closely with other agencies such as Community Services team members, County Public School System, Department of Social Services, Health Department, County Board of Supervisors, and the community in the development and implementation of programs and activities;
- Attends professional trainings, meetings, and conferences to maintain professional development and meet licensing standards;
- Supervises and trains staff and volunteers;
- Recruits, selects and evaluates staff;
- Supervises child care center programs and activities; and
- Supervises the maintenance and renovation of the physical structure.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: child care programs, staff supervision, business management, financial management, fund raising and public relations; principles and methods of social work and child development; community organization and resources; principles of health and safety; health and safety program for children and facility; and basic principles of supervision, organization, and leadership.

Skills- Skill in operating office equipment including the personal computer and related equipment.

Abilities- Demonstrated ability to: plan and direct a comprehensive program of care and activities for childcare; plan and direct overall health and safety program for child care center; establish and maintain working relationships with staff, board members, and the community; select, supervise and evaluate the performance of staff; organize and conduct in-service training and parent education programs; prepare and adhere to a budget; and communicate effectively both orally and in writing.

Education and Experience- Bachelor Degree in Human Services, Education or related field supplemented with work experience in child development and management **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title
Facility Manager II

Pay Band
6

Tier
2

EEO Code
A

Level Description- This is the management level for Facility Manager. Employees are responsible for direction and supervision of the staff and programs related to a group home for youths to ensure positive outcomes for each of the youth that reside in the home. **The Facility Director III is distinguished from the Facility Director II by being responsible for the operations of a group home which is a 24 hour day operation with diverse type of programs for children and youths.**

General Work Tasks (Illustrative Only) –

- Directs the group home programs, visitation program, academy, and independent living program;
- Plans and administers budgets for these programs;
- Manages employees;
- Hires, disciplines, and evaluates staff;
- Manages on-going training for staff to meet licensure requirements;
- Coordinates all volunteer activities;
- Builds a consensus between social workers, probation officers, judges, child care staff, parents and the local school system to create individualizes treatment plans;
- Writes and distributes each resident's service plan and educational progress reports;
- Monitors the appropriate prescriptions of medications for residents and communicates with psychiatrists about ongoing affects of the prescriptions;
- Develops and maintains policies and procedures for home and other records and hand books;
- Completes the admission and discharge process for each resident and maintains required documents and records;
- Maintains regular contact with residents;
- Directs and coordinates parents' involvement with residents;
- Supervises on-site counseling; and
- Acts as a liaison for the home and the associated academy and programs with other agencies.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects; human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders; principles and processes for providing customer and personal services; group behavior and dynamics, societal trends and influences, ethnicity, cultures and their history and origins; administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources; principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems; facility licensure requirements; and principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Skills- Skill in: operating office equipment to include the personal computer; and related equipment.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; direct the work of others; counsel others; develop and monitor treatment plans; direct and manage a facility for youths; plan, develop and monitor a budget; develop policies and procedures; interview others to gather information; manage emergency situations and crisis intervention; work well with other in stressful situations; and solve a variety of problems relating to managing a facility (buildings, grounds, and vehicles) and treatment of youth and families.

Education and Experience- Bachelor degree with major studies in the behavioral or social sciences, administration of justice, public administration, or a related field supplemented with work experience of supervision of youths and a diverse staff or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

FACILITY MANAGER LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Certification of first aid training and physical fitness may be required.

SPECIAL REQUIREMENTS:

Requires undergoing Central Registry background checks. May be required to report for emergency shelter duty. A sworn disclosure statement and documentation of negative tuberculosis screening may be required.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

11-0000 Management Occupations

DRAFT

ADMINISTRATIVE SERVICES MANAGER

Group Code:

Pay Bands: (Administrative Office Manager-6) (Administrative Services Manager-8)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Management. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
		6	<i>Administrative Office Manager</i>
		8	<i>Administrative Services Manager</i>

Occupational Group Levels- This occupational group is comprised of two management levels. The number of levels is determined by the levels of expertise required to manage administrative and office support services and supervise office supervisors and other administrative and technical staff within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Administrative Office Manager</i>	<i>6</i>	<i>1</i>	<i>A</i>

Level Description- This is a management level for employees that manage administrative and office support services and supervises office supervisors and other administrative staff. **The Administrative Office Manager is distinguished from the Office Supervisor in that the Administrative Office Manager supervises Office Supervisors and manages a variety of administrative programs. The Administrative Office Manager is distinguished from the Administrative Services Manager in that the latter is responsible for managing not only the office support and administrative programs but all the agency's technical administrative programs such as finance, human resources, computer operations, facility management and contract administration.**

General Work Tasks (Illustrative Only) –

- Plans and coordinates administrative and office support activities such as recordkeeping, mail distribution, receptionist, and other office support services;
- Supervises various budgetary, fiscal, administrative, human resources, and clerical and technical functions such as purchasing and store keeping activities and mechanical and building maintenance;
- Analyzes financial data and monitors budget expenditures;
- Provides information and answers questions relating to audits financial records or activities;
- Processes various documents;
- Responds to data system problems;
- May oversee or perform information systems technical support and systems security functions;
- Maintains inventory;
- Maintains departmental personnel records and performs other human resources activities such as training, providing benefit information and maintaining leave; and
- Supervises office supervisors and other administrative staff.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: agency, department or section administrative and program practices, policies and procedures; and management principles and practices.

Skills- Skill in: operating and supervising others in the use of office equipment to include the personal computer.

Abilities- Demonstrated abilities to: interpret, apply, and manage others on administrative and program policies, procedures and services; train others; provide leadership and guidance to others; manage others who are supervising staff; prepare budget and financial data; evaluate office services and administrative procedures; make presentations; set objectives and determine how work will be accomplished to ensure effective office support operations; and to promote good working relations and create customer service and positive public relations.

Education and Experience- Associate's degree in business administration, accounting or related field supplemented with related experience or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Administrative Services Manager	8	2	A

Level Description- This is a management level in the occupational group for employees that manage office support and administrative programs. These managers are responsible for planning, directing, or coordinating supportive services of an organization, such as office support services, finance, and human resources. **The Administrative Services Manager is distinguished from the Office Manager in that the Administrative Services Manager is responsible for managing the local agency's technical administrative programs such as finance, human resources, computer operations, facility management and contract administration.**

General Work Tasks (Illustrative Only) –

- Supervises, directs, and evaluates assigned staff, employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals;
- Monitors status of work progress and approves completed work;
- Consults with assigned staff, assists with complex/problem situations and provides technical expertise;
- Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures;
- Initiates any actions necessary to correct deviations or violations;
- Manages various budgetary, fiscal, administrative, human resources, and clerical and technical functions such as purchasing and store keeping activities and mechanical and building maintenance;
- Answers questions and provides instruction for state/local finance departments;
- Provides information and answers questions relating to audits financial records or activities; coordinates state/local computer technology;
- Develops and maintains administrative procedures;
- Assures that assigned areas of responsibility are performed within budget;
- Monitors various service contracts; and
- Serves on a variety of committees.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the principals of modern office management; supervision and training principles and practices; budget evaluation, preparation and control; accounting principles; word processing, spreadsheet and data base software packages; business management, finance, procurement, contracting, personnel and facilities management; applicable federal, state and agency regulations and policies; and agency, department or section administrative and program practices, policies and procedures.

Skills- Skill in: operating and supervising others in the use of office equipment to include the personal computer.

Abilities- Demonstrated ability to: direct and manage staff; to communicate effectively both orally and in writing; and to plan, develop and direct administrative operations of an agency to include administrative, support and technical functions; manage multiple areas of responsibility; interpret and analyze fiscal and technical data for decision making; and establish and maintain effective working relationships with employees, supervisors and the general public.

Education and Experience- Bachelor's degree in business administration, accounting or related field supplemented with related experience or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

ADMINISTRATIVE OFFICE MANAGER AND ADMINISTRATIVE SERVICES MANAGER LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS:

A Virginia Driver's License may be required for all of the above classes.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, or work during other unusual conditions may be required. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

DRAFT

HOUSING SPECIALIST

Group Code:

Pay Bands: (Housing Specialist-6) (Housing Supervisor-8)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Compliance. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Housing Specialist</i>		
8	<i>Housing Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of a full performance Housing Specialist and a Housing Supervisor. The number of levels is determined by the levels of expertise required to ensure compliance with housing regulations by conducting housing inspections and conferring with owners and tenants.

Occupational Title
Housing Specialist

Pay Band
6

Tier
1

EEO Code
C

Level Description- This is the full performance level in the occupational group for Housing Specialist. Employees are responsible for technical compliance work required with all phases of leasing and conducting housing inspections according to HUD policy and the Section 8 programs. **The Housing Specialist is distinguished from Housing Supervisor by the latter's responsibility for planning, directing, coordinating and supervising assisted housing programs, services and staff to ensure compliance with local, state and federal regulations.**

General Work Tasks (Illustrative Only) –

- Conducts housing inspections for the Section 8 program to identify Housing Quality Standards (HQS) violations ensuring compliance with federal, state and local regulations;
- Coordinates and conducts initial, annual, follow-up, special and move-out inspections of housing units to ensure safe, sanitary, decent conditions in accordance with minimum quality housing standards, regulations and requirements;
- Confers with owners and tenants on housing issues and requirements and the leasing of available units;
- Prepares and maintains files and records to include confidential case records according to state and federal law and policy;
- Prepares reports to include work write-ups and cost estimates for construction;
- Determines eligibility in accordance with regulations and requirements;
- Maintains working relationships with housing providers;
- Provides accurate and timely updated entries into the required information systems; and
- Investigates potential fraud, allegations of fraud and client program abuse.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: HUD policy concerning the various Section 8 programs; management policies and procedures concerning the Section 8 program; the laws, ordinances, standards relating to housing program; structural aspects of building design and construction; housing issues; and social issues relating to family needs.

Skills- Skill in: operating a personal computer to enter, retrieve or modify data; and the use of word processing, spreadsheet, database, E-mail, Internet, or other computer programs.

Abilities- Demonstrated ability to: interpret the laws, ordinances, and standards related to the position; comprehend, interpret, and apply regulations and procedure; conduct inspections of homes; communicate effectively both orally and in writing; make written reports and documents in a concise, clear, manner with correct grammar and usage; and establish and maintain effective working relationships with associates and the general public.

Education and Experience- High school diploma supplemented with some leasing and real estate inspection experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Housing Supervisor</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description- This class is the supervisory level in the class series for Housing Supervisor. Employees are responsible for supervising the assisted housing programs for the Local Departments of Social Services. **The Housing Supervisor is distinguished from Housing Specialist by having responsibility for planning, directing, coordinating and supervising assisted housing programs, services and staff to ensure compliance with local, state and federal regulations.**

General Work Tasks (Illustrative Only) –

- Plans, directs, coordinates and supervises assisted housing programs, services and staff;
- Ensures compliance with local, state and federal regulations; oversees the preparation and maintenance of required reports, records and files;
- Plans, organizes and directs the County's assisted housing programs; provides standard, affordable housing to eligible families and individuals;
- Administers block grant, indoor plumbing/rehabilitation and Section 8 Housing Choice Voucher Program;
- Coordinates rehabilitation of eligible City or County homeowners' houses;
- Serves as compliance officer/projected administrator for federally funded economic development projects;
- Supervises and evaluates subordinates;
- Prepares work schedules;
- Develops departmental budget; and
- Monitors expenditures.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the theory, principles and practices of assisted housing management and operations; Federal and State regulations governing assisted housing activities; supervisory principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources; and principles and procedures for personnel recruitment, selection, training, compensation and benefits.

Skills- Skill in operating the personal computer and related equipment and other office equipment.

Abilities- Demonstrated ability to: recognize and solve difficult interpersonal problems concerning occupants of assisted housing units; communicate effectively both orally and in writing; plan, organize and supervise the work of subordinate employees; and establish and maintain effective working relationships with governmental officials, residents, the general public and associates.

Education and Experience- Bachelor's degree with major course work in business administration or related field supplemented with considerable experience in assisted housing management including some supervisory experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

HOUSING SPECIALIST LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License is required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

DRAFT

FRAUD INVESTIGATOR

Group Code:

Pay Bands: (Fraud Investigator-5) (Supervisor-7)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Fraud Investigation. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
5	<i>Fraud Investigator I, II</i>		
7	<i>Fraud Investigator Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of three Fraud Investigator classes ranging from a trainee level to a supervisory level. The level within each pay band/group is determined by the expertise required to evaluate and track fraudulent or illegal activity related to the receipt of public assistance benefits and services administered by the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Fraud Investigator I</i>	<i>5</i>	<i>3</i>	<i>C</i>

Level Description- Fraud Investigator I represents the entry level and works under close supervision while being trained in investigating fraud for a variety of social services and government assistance programs. Upon recommendation by the supervisor, approval by the director, and successful completion of the training program, the employee shall be redefined to a full-performance Fraud Investigator II with corresponding salary increase as indicated by the local department's compensation plan. **The Fraud Investigator I is distinguished from the Fraud Investigator II by the latter's performing all the assigned fraud investigation duties independently and making judgments following agency practices and procedures and mandated Federal, State, or local laws and policies.**

General Work Tasks (Illustrative Only) –

- Receives, evaluates and tracks allegations of suspected fraud;
- Conducts an inquiry and investigation into the allegation in an effort to determine intent or no intent on the part of the client in all program areas;
- Determines an Administrative Disqualification or refers to the Commonwealth's Attorney Office;
- Calculates overpayments when the overpayment is discovered through a fraud investigation;
- Prepares reports;
- Reviews all new policy and procedures; and
- Maintains Fraud Free database tracking system.

Knowledge, Skills, and Abilities-

Knowledge- Some knowledge of: investigative techniques; public assistance programs; legal proceedings; collection methods; self-defense; public assistance program policies and regulations; applicable laws, codes, policies and procedures, including civil and court procedures; basic human behavior; and social problems and resources.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; perform addition, subtraction, multiplication, and division; calculate overpayments and track payments; testify in court proceedings; establish and maintain effective working relationships with clients, associates, law enforcement, other agencies and others; work independently; analyze data, recognize gaps and collect information; draw legal and supportable conclusions; prepare reports; apply principles of persuasion and/or influence; document data from interviews, forms, and documents; and organize own work schedule.

Education and Experience- High school diploma supplemented by work experience and/or training involving human services program eligibility, case management work, or some legal work **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Fraud Investigator II</i>	5	3	C

Level Description- The Fraud Investigator II is the full performance level for employees that are responsible for investigating fraud, calculating overpayments, initiating Administrative or Court Action on all Intentional Program Violations, establishing overpayment and overseeing collections. **The Fraud Investigator II is distinguished from the Fraud Investigator Supervisor in that the supervisor spends a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Receives, evaluates and tracks allegations of suspected fraud;
- Conducts an inquiry and investigation into the allegation in an effort to determine intent or no intent on the part of the client in all program areas;
- Determines an Administrative Disqualification or refers to the Commonwealth's Attorney Office;
- Calculates overpayments when the overpayment is discovered through a fraud investigation;
- Trains other staff in fraud prevention and detection and may provide guidance;
- Works with law enforcement to prepare cases for trial;
- Testifies in court, as needed;
- Prepares reports;
- Reviews all new policy and procedures;
- Maintains Fraud Free database tracking system; and
- Initiates collection actions to recover overpayments.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: investigative techniques; public assistance programs; legal proceedings; collection methods; self-defense; public assistance program policies and regulations; terminology and related professional languages used within the department as such pertains to work responsibilities; applicable laws, codes, policies and procedures, including civil and court procedures; basic human behavior; and social problems and resources.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; perform addition, subtraction, multiplication, and division; calculate overpayments and track payments; testify in court proceedings; train others; establish and maintain effective working relationships with clients, associates, law enforcement, other agencies and others; work independently; analyze data, recognize gaps and collect information; draw legal and supportable conclusions; prepare reports; apply principles of persuasion and/or influence; document data from interviews, forms, and documents; and organize own work schedule.

Education and Experience- High School diploma supplemented with work experience and/or training involving human services program eligibility or case management work and some legal work, which includes court involvement, researching criminal citations and investigative techniques and testimony **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Fraud Investigator Supervisor 7</i>		<i>2</i>	<i>A</i>

Level Description- This is the supervisory level for the Fraud Investigator Occupational Group. Employees are responsible for supervising and overseeing the fraud investigation staff. **The Fraud Investigator Supervisor is distinguished from the Fraud Investigator by spending a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Supervises staff including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination;
- Develops and interprets policy for internal staff, other agencies, and the general public;
- Monitors all fraud case reports for accuracy and comprehensiveness before submission for criminal prosecution and administrative disqualification hearing;
- Reviews fraud referrals and assigns to investigators;
- Monitors collection activities on outstanding fraud and over issuances of benefits;
- Plans and implements projects; and
- Reports progress of major activities through periodic conferences and meetings.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: principals and practices of effective supervision; public assistance programs, policies and regulations; legal proceedings to include applicable Code of Virginia; collection activities; and interviewing and investigative techniques.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: work effectively with others; work independently supervising and training others to deal effectively with the public in compliance issues; plan and manage work effectively; communicate effectively orally and in writing; interpret laws, policies, and regulations and to make decisions based thereon; plan and supervise work activities, including investigations and legal proceedings, training, recordkeeping duties and organizational operations; develop and maintain good working relations with internal and external customers; and evaluate fraud and collection programs.

Education and Experience- Bachelor's degree in criminal justice, sociology, human services or related field supplemented by supervisory and law enforcement work experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

FRAUD INVESTIGATOR LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License is required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty. May be required to participate in the Citizen Emergency Response On-call Plan.

EFFECTIVE DATE:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

Draft

TRAINING SPECIALIST

Group Code:

Pay Bands: (Training Specialist- 6)

(Training and Development Supervisor- 7)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Training and Development. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Training Specialist</i>		
7	<i>Training and Development Supervisor</i>		

Occupational Group Levels- This occupational group is composed of two training levels. The levels are Training Specialist and Training and Development Supervisor. The levels range from full performance level to supervisory level. The group level is determined by the expertise required to provide training, certification, continuing- education and staff development functions for clients and employees within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Training Specialist</i>	<i>6</i>	<i>2</i>	<i>B</i>

Level Description- Training Specialist represents the full performance level for employees responsible for identifying training needs, gathering and developing data for training delivery, and delivering the training or coordinating the delivery by other individuals to the targeted recipients or agency employees. **The Training Specialist is distinguished from the Training and Development Supervisor by the latter's having responsibilities for supervising other trainers or educators.**

General Work Tasks (Illustrative Only) –

- Specializes in area of staff/provider training and development;
- Identifies training needs and develops appropriate curricula and materials;
- Coordinates or conducts the training after consultation with agency executives;
- Markets trainings, maintains updated trainee information, and generates a variety of reports to assess performance;
- Assesses overall success of training program;
- Sets appropriate goals for continued enhancement and development of the program;
- Coordinates purchase, delivery, and usage of all training/office supplies and materials;
- Maintains training files and other department records in accordance with state/local regulations;
- Consults in the development of training programs for Social Service adhering to timely delivery of new agency programs;
- Conducts, attends and/or participates in staff meetings, meetings with other departments, meetings with citizen or civic groups, and meetings with outside resources or agencies;
- Attends seminars and conferences and reads industry trade journals, agency literature to stay current with Federal and State regulatory agencies and to improve training skills; and
- May maintain a web site for dissemination of program information and education.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: human needs and social problems and how society has responded to the rights of individuals to have these needs met in order to understand and train others in the policies, principles, and practices of current social service programs; subject area to accurately convey curriculum content; training methods and practices; techniques of training delivery sufficient to promote adult learning; policies, procedures, and activities of the County and of Social Services Department practices as they pertain to the performance of duties relating to the position of Training Specialist; practices, methods, and procedures relating to subject areas being taught; development of training curricula and training materials; terminology, principles, and methods utilized within the department; and laws, regulations, standards, policies and procedures relating to training activities.

Skills- Skill in: operating a personal computer to enter, retrieve, review or modify data; and utilizing the associated software programs such as word processing, spreadsheet, database, desktop publishing.

Abilities- Demonstrated ability to: present and explain orally facts, ideas, and information to individuals and groups sufficient to promote adult learning; plan and design programs, activities, and materials sufficient to prepare training programs which will meet organizational needs; establish and maintain working relationships with others sufficient to achieve local agency training and development goals; plan, prioritize, and perform multiple activities independently sufficient to organize own work schedule and to schedule and coordinate the training activities of others; present and explain in writing facts, ideas, and information sufficient to prepare reports, correspondence, and training materials; gather and evaluate data in order to identify the strengths and needs of an individual or organization; comprehend, interpret and apply regulations, procedures and related information; assemble information and make written reports and documents in a concise, clear and effective manner; effectively communicate both orally and in writing; interact successfully with subordinates, supervisors, staff and members of the general public; use independent judgment and work with little direct supervision; use mathematical calculations, percentages and decimals; read, understand and interpret financial, technical and computer reports and related material; provide effective training in a classroom or small group setting; assemble information from a variety of sources and formulate content for training; assess training needs; use audio visual and computer generated aids to enhance training delivery; generate and use evaluation materials to assess effectiveness of training; and conduct dynamic training and engage participants.

Education and Experience- Bachelor's degree in social work, sociology, psychology, education, or closely related field; supplemented with work experience and/or training that includes social work, training/teaching, curricula development, supervision, and personal computer operations **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title***Training and Development Supervisor*****Pay Band*****7*****Tier*****2*****EEO Code*****A***

Level Description- This is the supervisory level in the occupational group for Training Specialists. Employees are responsible for supervising other trainers and/or educators and implementing an efficient delivery system for provision of competency-based skills, policy, and professional development training for state and local social services staff and community partners. **The Training and Development Supervisor is distinguished from the Training Specialist by having responsibilities for supervising other trainers or educators.**

General Work Tasks (Illustrative Only) –

- Plans and directs ongoing administrative support for the delivery of training courses and special events;
- Contracts with certified trainers;
- Schedules training space;
- Maintains upkeep of all training materials, space, and equipment;
- Coordinate utilization of the Learning Management System (LMS);
- Markets trainings, maintains updated trainee information, and generates a variety of reports to assess performance;
- Assures regular availability of training on a timely basis to state and local social services agencies through assessing needs and strategic planning;
- Develops and implements ways to communicate with local departments of social services regarding training needs, training schedules, course availability, and course location;
- Supervises employees;
- Initiates personnel actions such as hiring, evaluating, disciplining and counseling; conducts on-site trainer evaluations;
- Participates in the development and implementation of standardized procedures to document and communicate trainer and course content;
- Assesses training programs' performance through established outcomes, standards, reports, and available data and implement changes to improve performance;
- Monitors that computer labs and training rooms are appropriately equipped and functional;
- Uses technology to enhance the training function;
- Serves on training subcommittees as requested; and
- Attends all scheduled meetings and represents agency on appropriate committees and task forces with the Department of Social Services and other agencies/entities.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: all aspects of implementation and delivery of competency-based skills, policy, and professional development training in public sector; adult education principles and how they apply to training curricula; software programs to include Windows operating environment and MS Office and the Internet; Learning Management System; human needs and social problems and how society has responded to the rights of individuals to have these needs met in order to understand and train others in the policies, principles, and practices of current social service programs; human resource policies and procedures as related to supervision; and supervisory principles and practices.

Skills- Skill in operating a personal computer to enter, retrieve, review or modify

data and utilizing the associated software programs such as word processing, spreadsheet, database, and desktop publishing.

Abilities- Demonstrated ability to: market training and education programs; apply leadership, management, and business principles and techniques to the training functions; provide excellent customer service; maintain a positive and productive relationship with local departments of social services partners, family educators, and employees; supervise others; plan and design programs, activities, and materials sufficient to prepare training programs which will meet organizational needs; establish and maintain working relationships with others sufficient to achieve local agency training and development goals; and plan, prioritize, and supervise multiple training activities.

Education and Experience- Bachelor's degree in social work, sociology, psychology, education, or closely related field; supplemented with considerable work experience to include supervisory, administrative or consultative capacity with a social service system and with training delivery system **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

**TRAINING SPECIALIST/SUPERVISOR LICENSURE,
REGISTRATION, OR CERTIFICATION REQUIREMENTS**

A Virginia Driver's License may be required, plus a good driving record.

SPECIAL REQUIREMENTS:

Occasional weekend and evening work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

DRAFT

HUMAN RESOURCES SPECIALIST

Group Code:

Pay Bands: (Human Resources Specialist-5)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Human Resources. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
5	<i>Human Resources Specialist</i>		

Occupational Group Levels- This occupational group is composed of a full performance Human Resources Specialist. The group level is determined by the expertise required to perform activities in one or more human resources area(s) such as recruitment, training benefits, equal employment opportunity, volunteer programs and classification and compensation within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Human Resources Specialist</i>	<i>5</i>	<i>2</i>	<i>B</i>

Level Description- Human Resources Specialist is the full performance level that is responsible for performing activities in a variety of human resources areas such as compensation, benefits, recruitment/selection, equal employment opportunity and employee relations.

General Work Tasks (Illustrative Only) –

- Interviews, screens, and refers applicants for employment or for volunteer placement;
- Conducts new employee orientation and/or other employee training;
- Formulates teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods;
- Coordinates Employee Assistance Program services and seminars;
- Assists in researching and analyzing existing policies, practices and procedures and preparing recommendations;
- Interprets personnel policies and procedures;
- Provides technical assistance and advice to department supervisors, representatives and employees on a variety of personnel management issues;
- Coordinates and conducts new hire orientation on county benefits;
- Processes benefit changes, handles benefit inquiries and benefits administration;
- Coordinates wellness programs;
- Processes all personnel action forms related to salary changes;
- Processes deferred compensation paperwork and answers inquiries;
- Coordinates interview process, approves interview questions, and approves interview panel members;
- Coordinates arrangements for pre-employment testing/certification;
- Reviews job and class specifications and makes revisions as required;
- Assists employees with retirement, termination and related matters; and
- Responds to salary and benefit surveys.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: the subject area to which assigned, such as recruitment, classification, benefits and employee relations; principles and practices of human resource management; occupations and activities characteristic of local government; policies, regulations, and procedures related to human resource activities and of human resource information systems.

Skills- Skill in operating a personal computer and the associated software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; analyze data and to prepare specialized and detailed reports; establish and maintain good working relationships with staff, employees and the public; good public speaking and oral presentation skills; develop and conduct training programs; and apply established policies, practices and procedures.

Education and Experience- Bachelor's degree in human resource management, business, public administration or related field **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

HUMAN RESOURCES SPECIALIST LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

Draft

ADMINISTRATIVE ANALYST

Group Code:

Pay Bands: (Administrative Analyst-7)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Management Analysis. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
7	<i>Administrative Analyst</i>		

Occupational Group Levels- This occupational group is composed of one advanced level, the Administrative Analyst. The group level is determined by the expertise required in developing, coordinating and monitoring of specific projects while performing financial, program and policy analyses within the Local Departments of Social Services.

Occupational Title
Administrative Analyst

Pay Band
7

Tier
1

EEO Code
B

Level Description- This is the advanced level for Administrative Analysts that are responsible for analytical work on a variety of administrative or technical areas within the Local Departments of Social Services. **This Administrative Analyst is distinguished from other administrative assistants by the performance of professional work while conducting special administrative projects that requires analyzing various issues, recommending actions, and managing projects.**

General Work Tasks (Illustrative Only) –

- Collects and analyzes data;
- Prepares reports and other informational materials;
- Analyzes issues that are related to a variety of program and administrative areas such as policy and procedures, fiscal and budget, office management, and contract and grant management;
- Performs project management by collecting, examining and presenting records and information for various projects;
- Develops directives, policies and procedures and conducts management and operational analysis;
- Manages projects and supervises staff assigned to the project; and
- May act as a lead worker providing guidance to other analysts, technical and fiscal staff, and clerical and administrative staff.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: administrative management principles and practices including planning, organizing, personnel and fiscal management; research methodology; statistical and analytical techniques; and strategic planning, theory, and process. Working knowledge of: applicable Local, State and Federal legislation; public administration; municipal functions and organizational concepts; and human behavior.

Skills- Skills in operating a personal computer and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: gather and analyze data and formulate conclusions; present statistical and technical data; communicate effectively both orally and in writing; participate in the resolution of general and complex social services issues; plan, organize, supervise and direct work of others; collect and analyze data and use it in short- and long-range planning; establish effective working relationships with staff, other agencies and the community; compare and/or judge the readily observable, functional, structural or compositional characteristics of data, people or things; modify work procedures, methods, and processes to improve efficiency; and analyze and interpret funding availability, cost patterns, research findings, and operating results and forecasts.

Education and Experience- Bachelor's degree in public administration, political science, business or related field supplemented with progressive administrative experience in business or public policy management **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

ADMINISTRATIVE ANALYST LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

13-000 Business and Financial Occupations

DRAFT

ACCOUNTANT

Group Code:

Pay Bands: (Accountant-5) (Fiscal Manager-6)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Accounting. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
5	<i>Accountant</i>	6	<i>Fiscal Manager</i>

Occupational Group Levels- This occupational group is comprised of one full performance Accountant. The manager level also is included (Fiscal Manager). The level within each pay band/group is determined by the expertise required to analyze financial information and prepare financial reports to establish or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within the Local Departments of Social Services.

Occupational Title
Accountant

Pay Band
5

Tier
2

EEO Code
B

Level Description- Accountant represents the full performance level in this occupational group. Employees are responsible for developing, reviewing and modifying accounting procedures and supervising the installation of new or revised systems or procedures. **The Accountant is distinguished from the Fiscal Manager by the latter's having responsibility for the overall management of the fiscal operations of a Local Department of Social Services.**

General Work Tasks (Illustrative Only) –

- Prepares, examines, and analyzes accounting records, financial statements, and other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards;
- Analyzes business operations, trends, costs, revenues, financial commitments, and obligations, to project future revenues and expenses or to provide advice; and
- Reports to management regarding the finances of the agency.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: principles, methods, and practices of accounting; accounting laws, ordinances and regulations governing municipal financial operations; and data processing applications and procedures.

Skills- Skill in operating a personal computer, including spreadsheet applications.

Abilities- Demonstrated ability to: understand federal regulations; devise and apply modern accounting procedures; plan, organize and direct the installation of accounting systems and procedures; analyze and interpret fiscal and accounting data; prepare appropriate statements and reports; apply and adapt established accounting methods to a variety of financial transactions and records; establish and maintain effective relationships with coworkers; and display good professional judgment.

Education and Experience- Bachelor's degree in accounting, finance, business or public administration, or related field **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Fiscal Manager</i>	<i>6</i>	<i>1</i>	<i>A</i>

Level Description- Fiscal Manager is the management level in the occupational group for Accounting Management. Employees are responsible for overall management and administration of the fiscal budget operations of a Local Department of Social Services. **The Fiscal Manager is distinguished from the Accountant by having responsibility for the overall management of the fiscal operations of a Local Department of Social Services.**

General Work Tasks (Illustrative Only) –

- Performs managerial work involving the analysis and interpretation of financial issues and supervises or evaluates a variety of financial programs;
- Manages personnel, including training, evaluating, and assigning work, where applicable; performs complex accounting work, fiscal reporting, cost effectiveness functions and generally accepted governmental accounting procedures;
- Works as a fiscal liaison to the Virginia Department of Social Services and the county;
- Verifies and approves invoices for payments to vendors and verifies expenditures are reported to correct program and funding stream for reimbursement;
- Develops a system to accurately account for expenditure of funds; and
- Assists internal and external auditors with review of financial activities and case activities related to social services programs.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: accounting principles and laws; including GAAFR (Government Accounting, Auditing and Financial Reporting); auditing standards, public administration, and/or regulatory compliance; budgetary principles and practices; management techniques and supervising personnel; current office methods, procedures, equipment; business letter writing and standard administrative support techniques; and social services reporting systems and software.

Skills- Skill in the use of personal computers, including spreadsheet applications and statistical packages.

Abilities- Demonstrated ability to: analyze and interpret fiscal and accounting data; prepare and present reports and recommendations; plan, organize and direct accounting systems and procedures; establish and maintain effective team relationships; display good professional judgment; supervise or manage work directly or through subordinate staff; communicate effectively both orally and in writing; deal courteously and diplomatically with other employees, managers and the general public; and organize work and meet critical deadlines.

Education and Experience- Bachelor's degree in accounting, finance, business or public administration, or related field, and experience in supervising staff to include professional accountants **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

ACCOUNTANT LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Certification as a Certified Public Accountant (CPA) or a Certified Management Accountant (CMA) would enhance professional growth and career advancement opportunities.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

15-000 Computer Occupations

DRAFT

COMPUTER PROGRAMMER

Group Code:

Pay Bands: (Computer Programmer-7)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in positions that work in the occupational field of Computer Programming. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner Classes	PAY BAND	Manager Classes
7	<i>Computer Programmer</i>		

Occupational Group Levels- This occupational group is composed of one level of Computer Programmer. The number of levels is determined by the levels of expertise required to develop computer programs and serve as systems programmers maintaining the use and control of software, ensuring that the central processing unit and peripheral equipment are responding to the program's instructions within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Computer Programmer</i>	<i>7</i>	<i>1</i>	<i>C</i>

Level Description- Computer Programmer represents the full performance level in the occupational group for Computer Programmers. Employees are responsible for analyzing and developing computer programs and testing and debugging computer programs.

General Work Tasks (Illustrative Only) –

- Develops or changes existing programs; reviews program specifications; develops program flowcharts based on the specifications;
- Designs output formats for reports;
- Develops programs to meet the specifications;
- Executes test programs copies to production;
- Runs test data to ensure system is working properly; and
- Determines cause of program problems encountered in testing.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: programming languages; circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming; arithmetic, algebra, geometry, calculus, statistics, and their applications; information technology terminology, programming techniques, and data modeling; database management systems, and data dictionaries and computer system analysis and design; and policies, practices and procedures governing computer operations, programming, applications and maintenance.

Skills- Skill in operating a computer.

Abilities- Demonstrated ability to: write program documentation; develop programs to meet specification; develop program flowcharts; identify and correct program problems encountered in testing; record technical information and compose instructions; communicate effectively both orally and in writing; solve programming problems; and work well with users in clarifying and solving programming issues.

Education and Experience- Bachelor's degree in computer science, information system/technology, math, business or a related field supplemented with experience in computer programming **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

COMPUTER PROGRAMMER LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

15-000 Computer Occupations

DRAFT

INFORMATION SYSTEMS SUPPORT SPECIALIST

Group Code:

Pay Bands: (Info. Systems Support Specialist-6) (Supervisor-8)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in positions that work in the occupational field of Computer Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Information Systems Support Specialist I, II</i>		
8	<i>Information Systems Support Supervisor</i>		

Occupational Group Levels- This occupational group is composed of three levels ranging from technician to supervisor. The number of levels is determined by the levels of expertise required to serve as a technology resource. Employees provide guidance, support, consultation, and training in the installation, operation, application, and maintenance of microcomputer and network hardware and associated equipment within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Information Systems Support Specialist I</i>	<i>6</i>	<i>1</i>	<i>C</i>

Level Description- Information Systems Support Specialist I is the full performance technician level in the occupational group for Information Systems Support positions. Employees are responsible for performing a variety of technical and administrative duties in the maintenance and operations of an agency's information systems. **The Information Systems Support Specialist I is distinguished from the Information Systems Support Specialist II by the latter's functioning as a network administrator and maintaining, supporting and resolving problems with a wide variety of microcomputers, the LAN, and associated equipment.**

General Work Tasks (Illustrative Only) –

- Trouble shoots and repairs microcomputers and peripherals; troubleshoots and repairs laser jet, dot-matrix and ink jet printers;
- Determines repairs which can not be performed in house and must be sent to outside facilities;
- Reviews maintenance and new equipment invoices from vendors to determine accuracy for payment approval;
- Schedules and coordinates the delivery and installation of microcomputer hardware, software and peripheral equipment;
- Schedules and coordinates the delivery and installation of local area network equipment, communications equipment, and data communications wiring;
- Performs scheduled preventive maintenance for virus detection, disk defragmentation, cleaning, and equipment life expectancy determination;
- Performance tunes DOS and Windows based microcomputers;
- Maintains necessary records of repairs equipment and parts cost;
- Maintains master inventory of microcomputers and peripherals;
- Participates in the determination and adoption of County standards for microcomputers and peripherals;
- Reviews requests for purchases of microcomputer equipment and peripherals to insure compliance with County standards;
- Participates in departmental team work concept and performs other activities as required.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: microcomputer hardware, local area networking, DOS and Windows Operating Systems, and office automation software; inventory and distribution procedures; and operation, repair and installation of microcomputer equipment.

Skills- Skill in operating, repairing and installing microcomputer equipment.

Abilities- Demonstrated ability to: diagnose and repair microcomputers, printers, communications, and network equipment; work under minimal supervision; and maintain working relationships with users and vendors.

Education and Experience- High school diploma supplemented by technical training or college courses related to the installation, maintenance, and repair of microcomputers and related equipment **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Information Systems Support Specialist II</i>	<i>6</i>	<i>3</i>	<i>C</i>

Level Description- Information Systems Support Specialist II is the specialist level in the occupational group for Information Systems Support positions. Employees are responsible for serving as the network administrator for the Local Area Computer Network (LAN) by assuring that the network and its applications are available to users and analyzing and resolving problems. **The Information Systems Support Specialist II is distinguished from the Information Systems Support Supervisor by the latter's providing supervision, guidance, support, consultation and training to user employees, other technicians, and others in the installation, operation, application and maintenance of various types of information/communications technology and performs routine analysis, program design, coding and relating systems analysis tasks.**

General Work Tasks (Illustrative Only) –

- Serves as network administrator for the Local Area Computer Network (LAN);
- Assures that the network and its applications are available to users;
- Resolves user problems as required;
- Responds to a variety of inquiries related to LAN operation;
- Takes corrective action as necessary to include analyzing problems;
- Coordinates repairs with local data processing department or State Department of Social Services as required;
- Troubleshoots when users encounter problems with State applications;
- Serves as trainer for local and State information systems;
- Administers the automated systems security procedures and provides support to users when needed to resolve systems access problems;
- Serves agency as the Security Officer for all security issues related to County and/or State applications;
- Employs problems solving techniques to resolve user problems related to system accesses, logon, passwords and user or device authorizations;
- Maintains logs or other mechanisms to track and manage requests from end users for systems security;
- Uses problem solving techniques to resolve problems which might involve any combination of operator error, or software anomaly;
- Determines personal computer and/or mainframe hardware problems by determining the cause and corrects;
- Logs problems and recommends equipment repair or replacement as required;
- Ensures that problem is corrected with minimal downtime for the user;
- Conducts structured telephone interviews to rule out various problem sources (for example software, hardware, modems, operator error, bad records) and guides the user through various tests, if appropriate, such as checking connections and modem boxes, powering up and down and running programs;
- Prepares detailed statistical reports, records, and documents for input into the State computer system; and
- Provides guidance to other personnel on computer problems.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: data processing operations, microcomputers, mainframe computer hardware configurations, and network monitoring software packages.

Skills- Skill in operating, repairing, installing, initial configuration, and maintaining microcomputer and network equipment.

Abilities- Demonstrated ability to: analyze and diagnose computer operations problems such as those encountered in the operation of the Local Area Network; maintain clear and concise problem logs; communicate effectively both orally and in writing with both technical and non-technical personnel; exercise independent judgment in the performance of duties; plan and schedule work; maintain a professional and effective working relationship with users, use good judgment, tact, and be courteous; interpret and implement administrative policy; and successfully complete and utilize ongoing training modules and train others.

Education and Experience- Associate degree or equivalent technical technician program in the operation of peripheral equipment, microcomputers, and local area networks supplemented with related work experience in microcomputer repair, installation and troubleshooting **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Information Systems Support Supervisor	8	3	C

Level Description- Information Systems Support Supervisor is the supervisory level in the occupational group for Information Systems Support positions. Employees are responsible for supervising other technical staff and providing guidance, support, consultation and training to user employees, other technicians, and others in the installation, operation, application and maintenance of various types of information/communications technology.

General Work Tasks (Illustrative Only) –

- Performs a combination of technical, analytical, and professional duties in support of the agency's automated information systems;
- Coordinates systems-analysis development and the installation, modification, maintenance, monitoring, and/or integration of automated operating systems to include hardware applications, networks and databases;
- Provides IT security and training to all staff in the use of hardware and software applications;
- participates in the planning process for agency;
- Provides information technology support to agency program managers and works within applicable state and local policies, procedures; procures IT goods and services;
- Serves as liaison with vendors, contractors, and agency management; and
- Supervises subordinate Information Systems staff.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: computer equipment and desk top and server and Operating Systems; training theory and techniques; and agency-relevant office and business terminology. Working knowledge of: supervisory principles and practices; and systems analysis, programming, code design and flowcharting.

Skills- Skill in operating, repairing, installing, and maintaining microcomputer and network equipment.

Abilities- Demonstrated ability to: supervise and train others; troubleshoot and analyze technical issues; maintain hardware/software inventory system; communicate effectively both orally and in writing; maintain accurate records; and maintain good working relationships with public, co-workers, vendors and others.

Education and Experience- Bachelor's degree in information system/technology, math, business or a related field and supplemented with related work experience to include leadership or supervisory experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

**INFORMATION SYSTEMS SUPPORT SPECIALIST/ SUPERVISOR
LICENSURE, REGISTRATION, OR CERTIFICATION
REQUIREMENTS**

May require a valid Virginia Driver's License.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty. May have to lift, bend, stoop, carry and move heavy equipment.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

DRAFT

SOCIAL WORKER

Group Code:

Pay Bands: (Social Worker-6) (Supervisor-8) (Manager-9)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Social Work. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Social Worker I, II, III, IV</i>	9	<i>Social Work Programs Manager</i>
8	<i>Social Work Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of five levels of Social Worker ranging from trainee to supervisor. The manager level also is included (Social Work Programs Manager). The level within each pay band/group is determined by the expertise required to provide direct services for fostering and sustaining the social, health, economic, behavioral, and emotional functioning of individuals and families served within the Local Departments of Social Services.

Occupational Title
Social Worker I

Pay Band
6

Tier
1

EEO Code
B

Level Description- Social Worker I represents the entry level employees working under close supervision while being trained in program areas such as, Adult/Adult Protective Services, Child Protective Services, Foster Care/Adoption, Child Care, and Employment Services. Employees perform routine- to journey-level casework activities and the casework usually is reviewed by the supervisor prior to implementing a case action. Upon completion of the training program and attainment of necessary approvals, the employee shall be redefined to a full-performance Social Worker II and becomes eligible for a pay increase as defined by the local agency compensation plan. ***The Social Worker I is distinguished from the Social Worker II by the latter's functioning more independently as a full performance Social Worker.***

General Work Tasks (Illustrative Only) –

- Interprets laws, policies and regulations as applied to specific area of responsibility;
- Monitors, coordinates and administers specific programs as assigned;
- Coordinates services within specific area of responsibility;
- Interviews and assesses customer needs and other relevant factors – such as education/skill levels, abilities, interests, and support systems.
- Informs clients of related service programs rules/regulations, and right to participate;
- Presents cases to determine appropriate services and writes/implements service plans;
- Provides case management services to monitor compliance;
- Manages program waiting lists;
- Tracks expenditures, prepares/submits budget estimates and ensures payment for services;
- Completes necessary federal, state and local planning and reporting requirements;
- Coordinates with other agencies and participates in multi-disciplinary and interagency teams providing services to customers;
- Conducts overall monitoring of programs in specific area of responsibility;
- Serves as resource to clients and the community in area of expertise; and
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care.

Knowledge, Skills, and Abilities-

Knowledge- Some knowledge of: social work principles and practices; human behavior and motivational theory; and social, economic, and health problems.

Skills- Skill in operating a motor vehicle and personal computer with associated software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, assess needs, counsel and refer clients to other resources as needed; develop and implement service plans in order to insure the delivery of appropriate services to the client; make sound judgments within the framework of existing laws, policies, and regulations; respond to the client's emotions in order to accomplish services objectives; plan and manage own work activities including service delivery preparing reports, and correspondence, record keeping

responsibilities and related activities; establish and maintain effective relationships; and stay abreast of current trends and developments in the social work field.

Education and Experience- Minimum of a Bachelor's degree in a Human Services field or minimum of a Bachelor's degree in any field with a minimum of two years of appropriate and related experience in a Human Services area as mandated in Section 22VAC40-670-20 of the Administrative Code of Virginia and implemented by the Virginia Board of Social Services. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Worker II</i>	<i>6</i>	<i>1</i>	<i>B</i>

Level Description- This is the full performance level in the occupational group for Social Workers. Employees are responsible for developing and implementing individualized service plans involving the application of casework methods in Employment Services and Child Care, and basic service level caseloads of Adult/Adult Protective Services, Child Protective Services, Foster Care, Adoptions. Employees may provide services in all program areas or specialize in one or several program areas. Typically employees perform all tasks independently and only seek supervisory advice on unusual situations or when policies and procedures require supervisory review or involvement. *The Social Worker II is distinguished from the Social Worker III by the latter's functioning at the advanced level, and becoming more specialized in program areas and assuming more complex duties (such as: interviewing/investigating in cases involving suspected child/adult abuse/neglect, out-of-home placements, guardianships, emergency protective orders, and adoptions)..*

General Work Tasks (Illustrative Only) –

- Interprets laws, policies and regulations as applied to specific area of responsibility;
- Monitors, coordinates and administers specific programs as assigned;
- Coordinates services within specific area of responsibility;
- Interviews and assesses customer needs and other relevant factors – such as education/skill levels, abilities, interests, and support systems.
- Informs clients of related service programs rules/regulations, and right to participate;
- Presents cases to determine appropriate services and writes/implements service plans;
- Provides case management services to monitor compliance;
- Manages program waiting lists;
- Tracks expenditures, prepares/submits budget estimates and ensures payment for services;
- Completes necessary federal, state and local planning and reporting requirements;
- Coordinates with other agencies and participates in multi-disciplinary and interagency teams providing services to customers;
- Conducts overall monitoring of programs in specific area of responsibility;
- Serves as resource to clients and the community in area of expertise; and
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: social work principles and practices; human behavior and motivational theory; laws, policies, and regulations relating to human services program areas; and social, economic, and health problems.

Skills- Skill in operating a motor vehicle and personal computer with associated software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, assess needs, counsel and refer clients to other resources as needed; develop and implement service plans in order to insure the delivery of

appropriate services to the client; make sound judgments within the framework of existing laws, policies, and regulations; respond to the client's emotions in order to accomplish services objectives; plan and manage own work activities including service delivery preparing reports, and correspondence, record keeping responsibilities and related activities; establish and maintain effective relationships; and stay abreast of current trends and developments in the social work field.

Education and Experience- Same mandated requirements as the Social Worker I with experience in assigned program area and completion of required training programs or equivalent combination of training and experience which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

Occupational Title***Social Worker III*****Pay Band*****6*****Tier*****2*****EEO Code*****B*****Level Description-**

This is the specialist level in the class series for Social Workers. Employees specialize in program areas and assume more complex duties such as: interviewing/investigating in cases involving suspected child/adult abuse/neglect, out-of-home placements, guardianships, emergency protective orders, and adoptions; testifying in legal proceedings; and placing children in foster/adoptive homes. Employees have contacts with others and influence outcomes by participating on task forces, strategic planning, mentoring, teaching, and conducting outreach. Program areas generally include Adult/Adult Protective Services, Child Protective Services, Foster Care, and Adoptions. Additionally, in some agencies, positions may be partly dedicated to Child Care and Employment Services in addition to other program areas. **The Social Worker III is distinguished from the Social Worker IV class by the latter's functioning as a lead worker, or an expert resource specialist.**

General Work Tasks (Illustrative Only) –

- Monitors, coordinates and administers specific assigned programs;
- Coordinates services within specific area of responsibility;
- Writes service plans to meet identified needs in areas such as physical/mental health, housing, and presents cases to determine appropriate services;
- Tracks expenditures, prepares/submits budget estimates and ensures payment for services;
- Interprets laws, policies and regulations as applied to specific area of responsibility;
- Completes necessary federal, state and local planning and reporting requirements;
- Manages program waiting lists;
- Provides case management services to monitor compliance;
- Trains foster parents; submits progress reports to the court;
- Refers families to treatment resources within the community;
- Transports children to placements, meetings, therapy sessions, doctor and dental appointments, and for visitation with families;
- Attends court, testifies in court and coordinates cases with attorneys;
- Provides reports for court such as guardianship report;
- Provides parent education and support for families in target population;
- Conducts intensive in-home counseling; prepares reports to referral sources regarding status of various interventions;
- Conducts studies such as companion and adult foster care provider and pre-admission screenings for nursing home/community-based care and assisted living;
- Interviews and assesses clients and assigns to appropriate groups;
- Informs clients of service programs and the rules and regulations, and right to participate;
- Conducts overall monitoring of programs in specific area of responsibility;
- Serves as resource to clients and the community in area of expertise;
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care;
- Performs investigative duties to include screens referrals for validity and complaints of child/adult abuse, neglect and exploitation;
- Interviews all parties involved; assesses immediate and long-term

- dangers/risks to children/adults;
- Develops written services plan documenting goals, objectives and details of the services provided for each case;
- Provides program administration and caseload management services;
- Conducts visits and maintains contact with other professionals;
- Accompanies victims and their families to court appearances;
- Serves as support for the family; files petitions;
- Testifies in criminal and civil cases; prepares court ordered home assessments and custody home studies;
- Establishes and maintains case records;
- Codes, enters and updates new and on-going cases in the state computer information system; and
- Represents the agency at various functions such as making speeches at civic and business associations, providing training and workshops on child/adult abuse and neglect for public and private organizations.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: social work principles and practices; human behavior and motivational theory; laws, policies, and regulations relating to human services program areas; investigating and interviewing techniques; legal procedures as related to program area; and social, economic, and health problems.

Skills- Skill in operating a personal computer and the associated software and the operation of a motor vehicle.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, assess needs, counsel and refer clients to other resources as needed; investigate high risk cases; testify in court proceedings; develop and present training programs and other presentations; interpret program laws, policies and regulations; develop and implement service plans in order to insure the delivery of appropriate services to the client; analyze case information to make sound judgments within the framework of existing laws, policies, and regulations; respond to the client's emotions in order to accomplish services objectives; develop speeches and represent the agency on program training and workshops; work in stressful situations and maintain diplomacy; plan and manage own work activities including service delivery preparing reports, and correspondence, record keeping responsibilities and related activities; establish and maintain effective relationships with others; and stay abreast of current trends and developments in the social work field.

Education and Experience- Same mandated requirements as the Social Worker I with considerable experience in assigned program area, additional education and completion of required training programs or equivalent combination of training and experience which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

Occupational Title***Social Worker IV*****Pay Band*****6*****Tier*****4*****EEO Code*****B***

Level Description - This is the beginning leadership level in the occupational group for Social Workers. Employees function as a lead worker for subordinate social workers and/or acts as an expert resource specialist. Employees serve as support for the supervisor by performing tasks such as ensuring staff coverage, workload balance, training staff, reviewing case files, and providing back-up supervision of staff. Employees may provide consultation on complex cases and may also work on complex case assignments such as individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education. Employees work within established policies, procedures and guidelines with a high degree of independence, seeking supervisory assistance only in unusually complicated and difficult cases/situations. **The Social Worker IV class is distinguished from the Social Work Supervisor class by the latter's spending a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Provides persons, families, or vulnerable populations with the psychosocial support needed to cope with chronic, acute, or terminal illnesses, neglect and abuse;
- Ensures that reports of suspected abuse/neglect are assigned to appropriate staff;
- Ensures that the local department has staff on duty 24 hours per day, seven days per week to respond to reports of abuse/neglect;
- Provides guidance, consultation and supervision to other staff in the absence of the supervisor;
- Prepares social histories and psychosocial diagnoses and develops treatment plans which identify problems, clinical methods for dealing with them, and the means by which services will be provided either within the agency or through referral to other community resources;
- Represents the agency in both civil and criminal court proceedings which involves interpreting laws, filing petitions, preparing court records, testifying before the court, preparing witnesses for examination, and compiling evidence;
- Provides direct intervention and service delivery for difficult, complex social work cases, and coordinates casework;
- Develops and conducts training for staff, interns and other professionals in the community;
- Supervises social work interns by guiding them in their service delivery, assessing their strengths and weaknesses, and communicating with the school liaison about their progress;
- Conducts field visits to residential facilities, consults with therapists and residential staff and participates in the staffing and planning of meetings;
- Functions as a lead worker providing guidance and training to other staff;
- May perform same functions described in Social Worker III; and
- Coordinates program functions, develops programs, and evaluates materials.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: social work principles and practices; human behavior and motivational theory; laws, policies, and regulations relating to human services program areas; investigating and interviewing techniques; and the assessment and treatment of behavioral and affective disorders; principles and

processes for providing customer and personal services to include needs assessment, meeting quality standards for services, and evaluation of satisfaction; principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance; and therapeutic treatment technique. Some knowledge of supervisory practices and principles if required in specific assignment.

Skills- Skill in: operating a personal computer and the associated software; and the operation of a motor vehicle.

Abilities-Demonstrated ability to: provide guidance and training in program areas to other employees if required in specific assignment; write court reports, home studies, evaluations, mediation agreements, letters, committee reports, presentations, and general information; make clinical judgments, assess clients' needs, and formulate plan of action; communicate effectively both orally and in writing; interview, assess needs, counsel and refer clients to other resources as needed; investigate high profile cases; testify in court proceedings; develop and present training programs and other presentations; interpret program laws, policies and regulations; develop and implement service plans in order to insure the delivery of appropriate services to the client; analyze case information to make sound judgments within the framework of existing laws, policies, and regulations; respond to the client's emotions in order to accomplish services objectives; develop speeches and represent the agency on program training and workshops; work in stressful situations and maintain diplomacy; plan and manage own work activities including service delivery preparing reports, and correspondence, record keeping responsibilities and related activities; establish and maintain effective relationships with others; and stay abreast of current trends and developments in the social work field.

Education and Experience- Same as required in Social Worker III with additional work experience in a leadership role and human services programs or equivalent combination of training and experience which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Work Supervisor</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description- This is the supervisory level in the occupational group for Social Workers. Employees supervise staff that provide direct services for fostering and sustaining the social, health, economic, behavioral, and emotional functioning of individuals and families serviced by the Local Departments of Social Services. Employees supervise, train, lead, and develop staff and monitor case management services. **This class is distinguished from the Social Work Manager by the latter's responsibilities for supervising Social Work Supervisors and managing the direct services program performance.**

General Work Tasks (Illustrative Only) –

- Supervises social workers, assistants and others;
- Sets and enforces objectives for quality and quantity of work performed by unit;
- Evaluates social service programs and program budgets;
- Applies appropriate human resource practices in the supervision of staff;
- Establishes and maintains good working relationships with others;
- Recommends policy changes based on evaluation of program effectiveness;
- Deals with difficult or dangerous cases;
- Interprets the program to other agencies and to the public; and
- Participates in community planning and development of new resources, jobs and community work sites.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: principles and practices of effective supervision; of policies, procedures and regulations relating to the various direct service programs; the literature in the field of human services programs; casework supervision principles and practices; principles and processes for providing customer and personal services to include needs assessment, meeting quality standards for services, and evaluation of satisfaction; employment and/or social work principles, practices and treatment modalities; and social, economic, health and employment problems that face individuals, groups and communities.

Skills- Skill in operating a personal computer and the associated software and the operation of a motor vehicle.

Abilities- Demonstrated ability to: plan and manage work activities and assist others in their planning and management; develop programs and procedures; make decisions in difficult situations; communicate effectively both orally and in writing; apply treatment and intervention approaches; interpret laws, policies and regulations regarding human services, ensure compliance and recommend needed changes; supervise others working with clients; analyze situations to make sound judgments within the framework of existing laws, policies, and regulations; and train, evaluate, lead, and develop subordinate staff.

Education and Experience- Same as required in Social Worker IV with additional work experience in a leadership role and considerable experience in human services programs or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Social Work Programs Manager</i>	<i>9</i>	<i>1</i>	<i>A</i>

Level Description- This is the management level for Social Work Programs Managers that are responsible for managing the operations of a major social services program. Work includes developing and implementing operating policies and procedures within the framework of departmental/divisional goals and objectives. Employees are responsible for overseeing program implementation and for directing the resolution of service delivery problems. Employees plan, organize and manage the work of direct services programs and supervise Social Work Supervisors and other assigned staff. Employees identify issues and concerns and provide leadership in the development of strategies to enhance and improve the quality and array of agency programs and services.

General Work Tasks (Illustrative Only) –

- Manages and directs the activities and functions of a multifaceted social services program;
- Monitors service delivery and implements organizational changes necessary to achieve goals and objectives;
- Develops and/or revises operating plans and procedures in accordance with overall departmental/divisional goals and objectives;
- Oversees the implementation of same;
- Ensures policies and procedures provide for effective delivery of services;
- Plans, assigns, reviews and evaluates the work of supervisory staff responsible for effective delivery of services;
- Participates as a member of senior management staff in examining county and statewide needs and issues;
- Implementation and monitoring of new and/or revised service programs or delivery methods; and
- Works with other state, community or private social service providers to ensure quality service.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the principles and practices of social service administration; social work/case management theory and practices; managerial principals and practices; other county, state and community services and resources available; client population; as well as the knowledge required of Social Work Supervisors.

Skills- Skill in operating a personal computer and the associated software and the operation of a motor vehicle.

Abilities- Demonstrated ability to: solve problems, particularly in the area of social services delivery; manage a multifaceted social services program and ensure quality service delivery; and communicate effectively both orally and in writing; as well as the abilities required of Social Work Supervisors.

Education and Experience- Same as required in Social Work Supervisor with work experience in developing, implementing, monitoring and managing case plans and caseload management and in the management and supervision of professionals involved in social services programs or any combination of experience and training which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

SOCIAL WORKER LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License is required for the above classes.

Completion of all VISSTA courses to be certified and complete Adult or Child Protective Service investigations may be required. Also employees may be required to complete all foster care related training and State training related to social work field of expertise.

Generally a license in Social Work is not required for Social Worker position in Virginia state and county governments. However the Virginia Board of Social Work provides requirements for licensure and continuing competency for those Social Workers interested in licensure.

Certification and Licensure are recommended to improve professional growth and career advancement opportunities.

Virginia's Social Workers are academically qualified as a graduate of a college or university holding a bachelor's degree in social work (BSW) or majors in psychology, sociology, and related fields. Although a bachelor's degree is sufficient for entry into the field, an advanced degree may be beneficial and improve career opportunities.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty. May require being on-call for periods of up to 24 hours, including weekends. Must have a good driving record.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

DRAFT

HUMAN SERVICES ASSISTANT

Group Code:

Pay Bands: (Human Services Assistants- 3)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work as Assistants in the field of Human Services. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
3	<i>Human Service Assistant I, II, and III</i>		

Occupational Group Levels- This occupational group is composed of three Human Services Assistant levels ranging from entry level to specialist level. The group level is determined by the expertise required to assist professionals with clients in the human services fields of benefits, social work, child and adult care, group home by providing client services, as well as support for families. Employees provide direct and indirect client services to ensure that individuals in their care reach their maximum level of functioning. They assess clients' needs, identify appropriate benefits and/or services, and assist in the application process. They also arrange for transportation and escorts, if necessary, and provide emotional support. Social and human services assistants monitor and keep case records on clients and report progress to supervisors and case managers. **Human Service Assistant occupational group is distinguished from the Administrative Program Assistant and the Office Associates occupational groups by providing direct services to clients in support of social workers and other technical professionals.**

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Human Services Assistant I</i>	<i>3</i>	<i>1</i>	<i>E</i>

Level Description- Human Services Assistant represents the entry level in the occupational group for Human Services Assistant. Employees follow established guidelines, policies, and procedures while performing routine administrative tasks supporting and assisting agency clients while receiving close supervision from professional or administrative staff. **The Human Service Assistant I is distinguished from the Human Services Assistant II by the latter's performing more technical activities requiring program knowledge in order to provide services and solve typical administrative and client-related issues.**

General Work Tasks (Illustrative Only) –

- Provides direct services to clients by interviewing and taking applications for services;
- Documents file, inputs data, prepares and maintains records;
- Prepares periodic, special and other reports;
- Verifies complex statistical and other complicated reports for accuracy and completeness;
- Prepares and types a variety of financial, statistical forms and reports, case documentation;
- Assigns case numbers, prepares case files, completes inquiries;
- Purges cases;
- Answers telephone and takes messages;
- Purchases clothes for children;
- Transports clients;
- Assists children in the activities of daily living; and
- Mails vendor invoices, surveys and other correspondence.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: administrative and clerical procedures and systems such as word processing, managing files and records, office forms and applications, and other office procedures and terminology; and mathematics sufficient to add, subtract, multiply, divide, compute rate, ratio and percent; and to draw and interpret graphs. Some knowledge of basic human service needs and state computer programs.

Skills- Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: work with clients, co-workers, professionals, and the public; read and comprehend simple documents; write simple correspondence; present information in one-on-one and small group situations; follow written and oral instructions; perform basic mathematics; work with clients, professionals, co-workers and the public; plan, organize, and prioritize daily tasks; use correct spelling and basic grammar; and display common courtesy and be a team player.

Education and Experience- High school diploma with work experience in customer service or general clerical work involving contact with the public **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Human Services Assistant II</i>	<i>3</i>	<i>2</i>	<i>E</i>

Level Description- Human Services Assistant II represents the full performance level in the occupational group for Human Services Assistant. Employees provide a variety of services while working in one or more program areas performing responsible administrative and technical work in support of agency clients. **Human Services Assistant II is distinguished from Human Services Assistant III by the latter's serving as a screener and the initial point of contact for the clients seeking benefits and/or services.**

General Work Tasks (Illustrative Only) – These tasks are demonstrative of program area assignment:

Benefit Programs:

- Operates various computer systems to conduct searches for initial applications, renewals and re-certification;
- Provides information and assists clients with completing applications and other paperwork;
- Answers incoming calls and responds to inquiries;
- Provides support to the Human Services Specialist staff in managing their cases;
- Prepares and mails correspondence;
- Provides information and referrals and verifies information as required for other community resources;
- Updates information into on-line systems;
- Provides written and/or oral documentation regarding client contacts, verification letters, and other situations;
- Sets up case files, typing or labeling case files, and completing forms; and
- Assists in the preparation of periodic, special and other reports.

CPS:

- Follows up with referrals to ancillary agencies;
- Provides services for identified client needs (i.e. identifies benefit needs and makes appropriate referrals);
- Documents client contact in appropriate record;
- Completes various forms;
- Updates information in various computer systems;
- Provides direct administrative support to Social Workers such as typing letters and labels, pulling files, ordering supplies, and creating forms;
- Researches and purges case records;
- Transcribes complex records from dictation;
- Prepares and types a variety of financial, statistical forms, reports, case documentation and court reports; and
- Prepares and maintains schedule for unit and agency.

Foster Care:

- Updates information into various computer systems;
- Monitors computer system and informs staff when information needs to be updated;
- Provides training to staff on inputting data into the OASIS system;
- Assists staff by providing policy information, reviewing reports, organizing case files and setting up records;
- Prepares closed files for purging;

- Conducts adoption searches via court records, library, agency files, Internet, city directory, and makes contact if a match is found;
- Researches closed records for requested information;
- Transports family members and program participants to appointments;
- Mentors and supports the biological parents of foster care children as well as the children and foster families;
- Testifies in court when subpoenaed; and
- Acts as a liaison between Social Workers and school representatives in the Surrogate Parent Program.

Group Home:

- Directs residents and trains them in completing chores, appropriate personal hygiene, and interpersonal skill development;
- Provides emotional and parental support to each resident, including physical need training and support;
- Ensures behavior modification plan for individual residents are carried through;
- Assists the House Parent in the on-going management of treatment and behavioral modification plans;
- Assists in meal preparation and daily house keeping;
- Provides transportation of residents to and from required services; and
- Completes daily log entries and other communications required in the completion of each resident's treatment plan.

Child Care:

- Assists with activities by participating with children in group games, enforcing safety rules, and intervening when children are likely to injure themselves or each other;
- Assists in the preparation and maintenance of program materials as requested;
- Follows licensing and school procedures to safeguard the health and safety of the children in the program, which include but are not limited to hand washing, sanitary measures, playground safety rules, and rules regarding the use of supplies and equipment;
- Reports any accidents per our policy and procedures when a child is injured;
- Attends periodic staff meetings with other assistants; and
- Works directly with children as directed and provide child care in the locations and times designated.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: agency's computer systems and software; principles and processes for providing customer and personal services; human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; and mathematics. Some knowledge of regulations, policies, and procedures of the assigned program area as related to assisting the clients; may require some knowledge of counseling terminology and practices.

Skills- Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: read and interpret documents such as State and local policies and procedure manuals; prepare special reports and

correspondence; communicate effectively both verbally and in writing; calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form; work well with others and resolve conflicts with employees, clients and public; effectively apply acquired knowledge of human behavior and social functioning; recognize basic needs of clients; exercise good judgment, tact and resourcefulness in meeting problems and situations; instruct clients in a variety of direct-care techniques; maintain confidential records and materials; plan, organize, and prioritize daily tasks; use correct spelling and basic grammar; and interview and elicit needed information from clients.

Education and Experience- High school diploma supplemented with post-secondary coursework in subjects such as social work, human services, gerontology, or one of the social or behavioral sciences, business or related field, and relevant work experience in public administrative support work **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Human Service Assistant III</i>	<i>3</i>	<i>3</i>	<i>E</i>

Level Description- Human Services Assistant III represents the specialist level in the occupational group for Human Services Assistant. Employees serve as the initial point of contact for clients seeking benefits and/ or services and screens clients for benefits and services. **Human Services Assistant III is distinguished from Human Services Assistant II by serving as a screener and the initial point of contact for the clients seeking benefits and/or services.**

General Work Tasks (Illustrative Only) –

- Screens clients for benefits and services;
- Interviews clients and explains programs, services, policies and procedures;
- Assists clients with applications;
- Evaluates and approves agency providers;
- Researches information;
- Serves as initial point of contact for applicants;
- Interviews applicants for benefits and/or service programs;
- Provides information regarding various programs and benefits, general eligibility requirements, policies and procedures;
- Assists clients with completing applications and performs initial screening of applications;
- Provides information to clients seeking services and directly makes referrals for services;
- Researches a variety of databases to obtain and/or verify information needed to process applications;
- Maintains logs of client documentation received;
- Schedules and coordinates appointments for clients to meet with benefit, employment or services staff;
- Contacts clients for requested/needed information and responds to routine questions in person, e-mail or by telephone; and
- Analyzes needs and coordinates resources that will support families/clients and generates payment for services when appropriate.

In addition to the above other illustrative tasks demonstrative of program area assignment follow:

Adult Services/Adult Protective Services:

- Independently manages the Provider program requirements;
- Interviews clients and conducts assessment for emergency needs;
- Manages voucher system and prepares vouchers for ongoing expenditures;
- Facilitates placement of adults in Adult Living Facilities;
- Creates and prepares complex statistical reports;
- Verifies hours and accuracy of time sheets for In-Home Providers;
- Reviews expenditures and researches operational cost effectiveness; and
- Prepares, processes, and reconciles budget for various adult programs.

Benefit Programs:

- Attends and testifies at administrative hearings;
- Prepares periodic, special and other reports for statistics; and
- Provides assistance in the orientation/training of new staff.

Foster Care:

- Conducts adoption searches via court records, library, agency files, Internet,

- City directory, and makes initial contact if a match is found;
- Assists with subsidy billings and payments;
- Prepares a variety of financial, statistical forms and reports, case documentation and court reports;
- Assists in conducting supervised visitation; and
- Coordinates special event programs such as Toys for Tots, Annual Art Sale, Bags & Bears and unit events.

Employment Services:

- Helps participant in writing resumes; follows up on referrals to ancillary agencies, in person and in writing;
- Debriefs participants when "fired" from Work Net classes;
- Locates resources for clients needing appropriate interview clothing and helps clients in making appropriate clothing choices; and
- Takes participants on educational/career exploration field trips.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: principles and processes for providing customer and personal services (including customer needs assessment, meeting of quality standards for services, and evaluation of customer satisfaction); structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and administrative and clerical procedures and systems such as word processing, spreadsheets, managing files and records, and other office procedures and terminology. Working knowledge of: human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; mathematics and research methods; and eligibility requirements for the programs assigned; and available community resources. Some knowledge of laws, regulations, requirements and policies of Local, State, and Federal social, assistance and housing programs.

Skills- Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: communicate effectively with program participants; plan, organize, and prioritize own work schedule; establish and maintain working relationships with clients, professionals, co-workers, and the public sufficient to exchange ideas and coordinate activities; accept direction and follow established procedures; counsel others; organize, and post date, from records, reports and other sources using the appropriate format; exhibit solid interpersonal skills, including conflict resolution in working with clients, professionals and employees; create forms, charts, and graphs; add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs; make screening decisions based upon specific criteria's; read and interpret documents such as safety rules, operating and maintenance instructions, manuals; and conduct effective interviews both face-to-face and by telephone.

Education and Experience- High school diploma supplemented with post-secondary coursework in subjects such as social work, human services, gerontology, or one of the social or behavioral sciences, business or related field, and relevant work experience in public administrative support work **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

HUMAN SERVICES ASSISTANT LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

A Virginia Driver's License may be required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

DRAFT

PROGRAM COORDINATOR

Group Code:

Pay Bands: (Program Coordinator-6) (Program Coordinator Supervisor-8)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Social Services and Community Program. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Program Coordinator</i>		
8	<i>Program Coordinator Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of two Program Coordinator levels ranging from full performance to supervisory. The level within each pay band/group is determined by the expertise required to perform professional duties in an assigned human services program areas such as Comprehensive Services Act or Volunteer Services within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Program Coordinator</i>	<i>6</i>	<i>3</i>	<i>B</i>

Level Description- Program Coordinator represents the full performance level and is responsible for providing overall program management and coordination of a human services program by developing, coordinating and providing programs, resources and services to meet client needs. Employees plan and develop strategies for improving outcomes and implement human services programs. **The Program Coordinator is distinguished from the Program Coordinator Supervisor by the latter's responsibility for supervisory activities such as handling personnel issues and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Provides overall program management and coordination of a human services program area;
- Prepares and reviews grant proposals and monitors program grants to determine compliance with prescribed policy, procedures and operating standards, program regulations, or contractual requirements;
- Develops programs;
- Organizes and directs special projects;
- Assesses community needs and develop community resources for meeting those needs;
- Reviews and recommends revision of agency or community programs to meet changing client and community needs;
- Coordinates agency and community resources and programs;
- Plans, organizes and oversees the activities of professional, clerical and volunteer personnel;
- Works cooperatively with other employees, clients, agencies, and the public;
- Assesses and identifies needs, resources and community trends;
- Makes presentations to community groups, boards and commissions;
- Coordinates with clients, colleagues, community and other agencies to improve program and outreach service delivery;
- Functions effectively as a team member;
- Communicates with supervisor, employees, other departments, county officials, team members, state/federal agencies, granting/funding agencies, community organizations, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction;
- Maintains a comprehensive, current knowledge of applicable laws, regulations, policies, or other guidelines related to assigned program area;
- Attends workshops and training sessions; and
- Presents plans and recommends policies and procedures and program budgets for approval.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: principles and practices of assigned human services programs; occupations and activities characteristic of assigned program services; program practices, techniques, and methods; project management processes and techniques; local service agencies and organizations and departmental programs and activities; program management and development; laws, regulations, policies and standards related to the program; program goals and objectives; program terminology, principles and methods utilizes in the program; and human behavior.

Skills- Skill in: operating a computer to enter, retrieve or modify data; and the use of word processing, spreadsheet, database, desktop publishing, e-mail, Internet, or other computer programs.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; gather and interpret data, reach logical conclusions and present findings and recommendations; assess program and staff needs; plan, coordinate and evaluate program activities; train, advise, direct and evaluate others on the program requirements; maintain effective working relationships with others; identify problems and needs and assess services in problem solving; interpret and apply regulations and procedures; conduct effective training; public speaking; interact professionally with a diverse group of people; produce meaningful, clear, and concise documents with the proper grammar and usage; organize and prepare statistical records; perform mathematical calculations; and read understand, and interpret program/technical reports and related materials.

Education and Experience- Bachelor's degree in a Human Services field or related area supplemented with work experience in the assigned program areas **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Program Coordinator Supervisor</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description- Program Coordinator Supervisor is the supervisory level. Employees are responsible for performing administrative and professional work to support the implementation and administration of a human services program and supervise other staff. **The Program Coordinator is distinguished from the Program Coordinator Supervisor by the latter's responsibility for supervisory activities such as handling personnel issues and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Supervises employees in performing related human resources functions;
- Trains, hires, evaluates and disciplines others;
- Facilitates meeting process;
- Coordinates program activities;
- Schedules and provides notification of meetings;
- Prepares program documents such as case summaries or reports;
- Coordinates activities to ensure that clients are linked with the appropriate services and agencies;
- Oversees fiscal management of program;
- Collects and assembles program and fiscal data;
- Educates clients, volunteers and others on program services, policies, procedures and requirements;
- Provides a means for effective communication and collaboration between agencies, other service providers and residents;
- Represents agency at local, state and federal meetings in assigned program area; and
- May oversee the Utilization Review process and completes uniform assessments as necessary.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: service delivery in assigned program area; business and management principles involved in strategic planning, financial management, policy analysis, program evaluation, resource allocation, human resources, leadership technique, and coordination of people and resources; program area and the laws, regulations, policies and procedures relevant to the program; program practices, techniques, methods, and office equipment; supervisory principles and practices; basic budgeting; principles and procedures for personnel recruitment, selection, and training; project management processes and techniques; program management and development; laws, regulations, policies and standards related to the program; program goals and objectives; program terminology, principles and methods utilized in the program; and human behavior.

Skills- Skill in: operating a computer to enter, retrieve or modify data; and the use of word processing, spreadsheet, database, desktop publishing, e-mail, Internet, or other computer programs.

Abilities- Demonstrated ability to: supervise others in their work; prepare, implement, and monitor budget; exercise judgment with the use of confidential information; communicate effectively both orally and in writing; gather and interpret data, reach logical conclusions and present findings and recommendations; assess program and staff needs; plan, coordinate and evaluate program activities; train,

advise, direct and evaluate others on the program requirements; maintain effective working relationships with others; identify problems and needs and assess services in problem solving; interpret and apply regulations and procedures; conduct effective training; public speaking; interact professionally with a diverse group of people; produce meaningful, clear, and concise documents with the proper grammar and usage; organize and prepare statistical records; perform mathematical calculations; and read, understand, and interpret program/technical reports and related materials.

Education and Experience- Bachelor's degree in a human services field or related area supplemented with work experience in supervision of others and the assigned program areas **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

PROGRAM	COORDINATOR/SUPERVISOR	LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS
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A Virginia Driver's License may be required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

DRAFT

GROUP HOME CHILD CARE SPECIALIST

Group Code:

Pay Bands: (*Group Home Child Care Specialist-3*) (*Group Home Child Care Supervisor-7*)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Group Home Child Care. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
3	<i>Group Home Child Care Specialist</i>		<i>(See Facility Director)</i>
8	<i>Group Home Child Care Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of two Group Home Child Care Specialists levels ranging from full performance to supervisory. For Managers see the Facility Management occupational group. The level within each pay band/group is determined by the expertise required to supervise children residing in a group home to achieve positive outcomes for those youth.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Group Home Child Care Specialist</i>	<i>3</i>	<i>2</i>	<i>E</i>

Level Description- Group Home Child Care Specialist represents the full performance level for employees that are responsible for assisting the Group Home Child Care Supervisor in supervising and developing activities for the youth or acting as a Group Home House Parent for youth. **Group Home Child Care Specialist is distinguished from Group Home Child Care Supervisor by the latter's responsibilities for supervising the employees who are employed by the group home and provide services and supervision of the youth.**

General Work Tasks (Illustrative Only) –

- Coordinates residents' recreational activities, independent living skills training, and other training and developmental activities;
- Teaches classes regarding behavior modification skills;
- Prepares reports, progress notes, and other records;
- Prepares and maintains program materials;
- Maintains open communication and good relationships with parent, school staff and student;
- Works directly with children and provides childcare and child supervision;
- Communicates and coordinates the successful completion of treatment plans with Social Workers, Court representatives, family members, teachers, and other involved parties; and
- Assures all paperwork and procedures meets State Licensure standards.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: adolescent development and intervention techniques; supervision techniques; basic adolescent and child management techniques; group home administrative responsibilities; child protection laws and procedures; licensing procedures and regulations; emergency procedures and for fire drills; how to communicate and relate to socially and emotionally maladjusted teens in a residential setting; behavior modification techniques; household sanitation requirements and practices; meal preparation and basic daily nutrition; and group home administrative responsibilities.

Skills- Skill in: operating a personal computer and accessories; and educational and recreational equipment.

Abilities- Demonstrated ability to: document/write reports; organize recreational activities; coordinate supervision of staff with other administrative staff; teach classes regarding behavior modification; establish supportive relationships with residents; communicate and relate to socially and emotionally maladjusted teens in a residential setting; and maintain positive relationships with staff, parents, professionals, and officials.

Education and Experience- High school diploma supplemented with related experience to include the supervision of children **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Group Home Child Care Supervisor</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description- This is the supervisory level for Group Home Child Care Specialist. Employees are responsible for supervising group home employees and planning administrative, maintenance and budgetary functions. **The Group Home Child Care Supervisor is distinguished from the Group Home Child Care Specialist by having responsibilities for supervising the employees who are employed by the group home that provide services and supervision of the youth.**

General Work Tasks (Illustrative Only) –

- Supervises and trains group home employees;
- Coordinates and directs House Parents regarding all physician, psychiatrist, counseling and court appointments;
- Schedules staff hours to ensure coverage;
- Manages employee records;
- Manages and prepares group home budget and the billing process;
- Develops and implements policies and procedures for employees;
- Maintains the residents and staff handbooks;
- Provides crisis intervention;
- Maintains regular contact with residents;
- Directs and coordinates parents' involvement with residents;
- Manages visitation program;
- Develops and manages Independent Living Program;
- Oversees the maintenance of vehicles, building and grounds;
- Serves in administrative capacity in absence of the director; and
- Leads special projects.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: supervision principles, practices and concepts; basic child and adolescent development; treatment principles, practices and concepts; administrative principles related to program development, implementation and evaluation; counseling techniques related to socially and emotionally maladjusted teens; basis bookkeeping and budgetary principles; management techniques; and licensing procedures and regulations.

Skills- Skill in operating a personal computer and accessories.

Abilities- Demonstrated ability to: organize recreational activities for teens to meet individual and group needs; maintain harmonious working relationships with staff, related human service agencies, public officials and the general public; oversee care and maintenance of buildings grounds and vehicles; train and develop house parents; manage and supervise staff; oversee accounts payable and receivable; apply budgetary concepts and develop budget; communicate effectively both orally and in writing with staff, residents, parents and officials; and develop structured programs.

Education and Experience- Bachelor's Degree in social work or related field of study supplemented with supervisory experience and working with teens in a residential setting **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

GROUP	HOME	SPECIALIST/SUPERVISOR	LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS
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Certification of first aid/CPR training and physical fitness may be required.

SPECIAL REQUIREMENTS:

Work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty. Evenings and weekend work is required.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

DRAFT

SELF-SUFFICIENCY SPECIALIST

Group Code:

**Pay Bands: (Self-Sufficiency Specialist- 6) (Supervisor -8)
(Manager -9)**

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Social Services-Self Sufficiency. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY Band	Manager
6	<i>Self-Sufficiency Specialist I, II, III & IV</i>	9	<i>Self-Sufficiency Manager</i>
8	<i>Self-Sufficiency Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of five levels ranging from trainee level to supervisory level. Management includes a Self-Sufficiency Manager level. The group level is determined by the expertise required to perform responsibilities in deciding eligibility of persons to receive public assistance and providing employment services within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Specialist I</i>	<i>6</i>	<i>1</i>	<i>C</i>

Level Description- Self-Sufficiency Specialist I represents the entry level in the Self-Sufficiency Specialist occupational group for employees working under close supervision while being trained in determining eligibility for a variety of social services government assistance programs and assessing employability of clients to aid in their effort to achieve self sufficiency. Upon recommendation by the supervisor, approval by the director, and successful completion of the training program, the employee shall be redefined to a full-performance Self-Sufficiency Specialist II with corresponding salary increase as indicated by the local department's compensation plan. Employees are dedicated wholly to Employment Services or to a combination of Benefits and Employment Services. **This level is distinguished from the Self-Sufficiency Specialist II by the latter's performing all the assigned eligibility and employment service duties independently and making judgments following agency practices and procedures and mandated federal, state, or local laws and policies.**

General Work Tasks (Illustrative Only) –

- Explains the employment services program
- Makes assessments of customer needs and develops employment plans, utilizing job search, work experience, education and training.
- Establishes and monitors self-sufficiency goals through information and assessment of customer background.
- Monitors case reports/records in accordance with regulations.
- Explains the VIEW child care program and makes assessments of customer needs.
- Interviews persons for assistance, obtains necessary information;
- Explains nature of temporary assistance benefit programs and determines reasons and need for assistance;
- Processes applications for financial assistance and diversion;
- Determines eligibility for assistance and benefit levels using automated systems and manual methods;
- Evaluates employability status of clients and explores potential sources of income;
- Explains client responsibilities, rights and program availability;
- Refers clients to service worker as the result of overall assessment of situation;
- Prepares reports and maintains client records;

Knowledge, Skills, and Abilities-

Knowledge- Some knowledge of: basic human behavior; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, gather information, and evaluate situations; analyze information; apply common sense understanding to carry out instructions furnished in written or oral form; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; use various types of automated

technology to establish and maintain case records, access and retrieve data, create reports and manipulate data; maintain professional ethics related to confidentiality; and establish and maintain effective working relationships with others in a positive and tactful manner under sometimes stressful situations.

Education and Experience- High school diploma supplemented with additional training and related work experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Specialist II</i>	<i>6</i>	<i>1</i>	<i>C</i>

Level Description – Self-Sufficiency Specialist II represents the full performance level in the occupational group for Self-Sufficiency Specialists responsible for determining eligibility for a variety of social services government assistance programs and assessing employability of clients to aid in their effort to achieve self sufficiency. Employees are dedicated wholly to Employment Services or to a combination of Benefits and Employment Services. The work is performed within established policies, procedures and guidelines, but certain aspects of eligibility determination require independent judgment, especially as related to evaluation of social factors influencing eligibility and employment. Employees seek supervisory help for difficult or unusual situations only. **The Self-Sufficiency Specialist II is distinguished from the Self-Sufficiency Specialist III by the latter's performing advanced technical work requiring depth and breadth of knowledge to understand, analyze and act as a technical resource for others on social services' eligibility and employment programs.**

General Work Tasks (Illustrative Only) –

- Explains the employment services program
- Handles intake for both the eligibility and services programs.
- Makes assessments of customer needs and develops employment plans, utilizing job search, work experience, education and training.
- Develops/Conducts Job Search and Job Readiness workshops.
- Establishes and monitors self-sufficiency goals through information and assessment of customer background.
- Monitors case reports/records in accordance with regulations.
- Explains the VIEW child care program and makes assessments of customer needs.
- Interviews persons for assistance, obtains necessary information;
- Explains nature of temporary assistance benefit programs and determines reasons and need for assistance;
- Processes applications for financial assistance and diversion;
- Determines eligibility for assistance and benefit levels using automated systems and manual methods;
- Evaluates employability status of clients and explores potential sources of income;
- Explains client responsibilities, rights and program availability;
- Refers clients to service worker as the result of overall assessment of situation;
- Prepares reports and maintains client records;
- Identifies possible fraud and makes appropriate referrals;
- Identifies clearly discernible social problems and makes referrals to Social Workers; and
- Gives applicants or recipients information about other agencies where they may go for services they seek and are able to utilize without explanation or supportive services.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: practices of public social service organizations; employment services; State, Local and Federal guidelines, regulations and policies to make eligibility and employability decisions; economic and human behavior; financial assistance programs; mathematics to calculate

percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing with broad spectrum of individuals to include, but not limited to, customers, employers, courts, and medical professionals in person and on the phone; interview, gather information, re-evaluate each client's situation, and make referrals; determine a client's ownership share in situations; make mathematical computations; make eligibility and employability decisions; independently identify customers' employment needs and develop employment plans; analyze information and determine from a variety of sources missing information and gaps; use various types of automated technology to establish and maintain case records, access data such as estates, retirement accounts, and real estate, reports, and manipulate data; maintain professional ethics related to confidentiality; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; and establish and maintain effective working relationships with applicants and recipients, other public and private agencies, associates, and the public in a positive and tactful manner under sometimes stressful situations.

Education and Experience- Same as required in Self-Sufficiency Specialist I with experience in benefit programs, use of computer software and hardware, and completion of required Benefit and Employment Services Programs training **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Specialist III</i>	<i>6</i>	<i>2</i>	<i>C</i>

Level Description – Self-Sufficiency Specialist III represents the advanced level in the class series for Self-Sufficiency Specialists. Employees provide consultation on complex cases and may work on complex case assignments which require dealing with information that is sensitive and confidential. Employees are assigned projects that require considerable knowledge of all public assistance functions and programs such as VIEW, fraud investigation, child care, and employment services. Employees are dedicated wholly to Employment Services or to a combination of Benefits and Employment Services. Work is performed independently in accordance with well-established guidelines and standards. **The Specialist III is distinguished from the Specialist IV by the latter's serving as a lead worker, providing guidance to other specialists, and supporting the supervisor by ensuring staff coverage, reviewing cases, and providing back-up supervision as required.**

General Work Tasks (Illustrative Only) –

- Makes determinations of eligibility for programs, evaluates data gathered through interviews and client/worker investigations, investigates and verifies client finances, residency, employment resources and related matters, and examines factors of eligibility for consistency, completeness and accuracy to avoid underpayment, overpayments, and fraud;
- Monitors efficacy, trends of programs, and completes seasonal, quarterly and yearly reports;
- Participates on task forces, strategic planning, mentoring volunteers, students and new employees, teaching classes, and conducting outreach;
- Provides statistical data and other information to support budget requests; interviews clients who provide questionable or fraudulent statements and information and determines program eligibility;
- Explains programs, and the rights and responsibilities of applicants and recipients, and conducts follow-up as needed;
- Carries a caseload of clients receiving public assistance and employment services that involve complex issues;
- Develops employment plans for customers facing the most complex situations;
- Serves as a resource to staff and the public concerning employment services, VIEW, other public assistance programs, and eligibility requirements;
- Supervises and develops job readiness and job search workshops;
- Works with employers in developing job opportunities for clients and hosting job fairs;
- Answers questions related to policies and procedures; and
- Maintains records, prepares reports, and submits summaries and information as required.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: applicable laws, codes, policies, and procedures related to public assistance, employment services, and child care programs; basic human behavior; financial assistance programs sufficient to determine benefits eligibility; human services programs and how each interrelates; the strategic planning process; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection, interrogation, and investigation; and employment services.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: manage complex cases; apply public assistance, employment services, and child care programs, policies, and regulations sufficient to make eligibility and employability decisions independently; identify customers' employment needs and develop employment plans responsive to those needs; speak in public, promoting agency programs; communicate orally and in writing with broad spectrum of individuals to include, but not limited to, customers, employers, courts, and medical professionals in person and on the phone; interview, gather information, re-evaluate each client's situation, and make referrals; determine a client's ownership share in situations where multi-ownership exists; assess client's needs through collection and analysis of employment history and pertinent personal, family and cultural information; use various types of automated technology to establish and maintain case records, access data such as estates, retirement accounts, and real estate, reports, and manipulate data; maintain professional ethics related to confidentiality; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; and establish and maintain effective working relationships with applicants and recipients, other public and private agencies, associates, and the public in a positive and tactful manner under sometimes stressful situations.

Education and Experience- Same as required in Self-Sufficiency Specialist II with additional related work experience in benefit programs and employment service **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Specialist IV</i>	<i>6</i>	<i>4</i>	<i>C</i>

Level Description- Self- Sufficiency Specialist IV represents the leadership level in the occupational group. Employees perform responsible lead work related to the benefit programs and employment services or for employment services. Employees in this class are responsible for serving as lead worker and providing training and guidance to other Self-Sufficiency Specialists in benefit programs and employment services. Employees in this class serve as support for the supervisor by performing tasks such as ensuring staff coverage, workload balance, training staff, reviewing case files, and providing back-up supervision of staff. Employees may provide consultation on complex cases and may also work on complex case assignments which require dealing with information that is sensitive and confidential. Employees work within established policies, procedures and guidelines with a high degree of independence, seeking supervisory assistance only in unusually complicated and difficult cases/situations. Employees are dedicated wholly to Employment Services or to a combination of Benefits and Employment Services. **The Self-Sufficiency Specialist IV is distinguished from the Supervisor by the latter's spending a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Serves as lead worker and assists supervisor by conducting program training for staff, reviewing case files and providing back-up supervision of staff;
- Serves as a resource to staff by answering questions related to policies and procedures, suggesting effective methods of case management, and providing consultation regarding complex cases;
- Prepares case records and reports;
- Works on the most complex and sensitive cases;
- Interprets policies and procedures applicable to the employment program and various benefit programs and assists staff;
- Coordinates training programs and orientation for new employees and clients;
- Coordinates and interacts with other community resources and partners for job readiness and development
- Coordinates job readiness and job search training, career assessment and planning, motivational counseling, child care, transportation, housing, financial assistance or other purchased services to meet customer employment goals; and
- Facilitate motivational and job readiness programs.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: applicable laws, codes, policies, and procedures, including civil and Circuit Court procedures; basic human behavior, social problems and resources, and interviewing techniques; social, economic, health, and cultural factors which can serve as barriers to employment; and counseling techniques.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: lead, coach and train other self-sufficiency specialists; establish effective working relationships with applicants, recipients, co-workers, other agencies and the public; interpret financial assistance programs;

express oneself tactfully, clearly and concisely, orally and in writing; function independently within established policies, procedures and guidelines, and to exercise sound judgment and resourcefulness in meeting difficult, non-routine situations; make mathematical computations; maintain professional ethics related to confidentiality; meet prescribed timeframes; solve problems; and gather and analyze facts and report them accurately.

Education and Experience- Same as required in Self-Sufficiency Specialist III with additional work experience in a leadership role and benefit programs or employment services **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Supervisor</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description – Self-Sufficiency Supervisor represents the supervisory level in the occupational group for Self-Sufficiency Specialists. Employees supervise Self-Sufficiency Specialists who determine eligibility for government assistance programs and perform employment services. Employees train, lead, and develop staff and monitor case management services. Employees are dedicated wholly to Employment Services or to a combination of Benefits and Employment Services. **This level is distinguished from the Self-Sufficiency Manager by the latter's responsibilities for supervising Self-Sufficiency Supervisors and managing self-sufficiency program performance.**

General Work Tasks (Illustrative Only) –

- Provides administrative and programmatic supervision to staff;
- Reviews case management plans to include quality assurance of case management services;
- Develops written guidelines for delivery of case management services; assigns caseloads to staff;
- Assigns caseloads to staff;
- Coordinates and monitors activities of staff;
- Holds individual and group conferences to review cases and problems;
- Reviews case records and evaluates performance of staff members and recommends indicated action;
- Recommends hiring, disciplinary actions, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans;
- Represents staff needs to senior management;
- Prepares and implements internal operating policies and procedures;
- Interprets regulation, policy and other program information changes to staff;
- Trains new employees in areas such as agency policy, department procedures and agency or government regulations;
- Determines staffing needs and makes recommendations to management;
- Maintains records and prepares regular and special reports;
- Participates in developing and implementing agency administrative policy;
- Makes decisions on controversial cases or presents them for higher level action;
- Authorizes emergency assistance for applicants/recipients;
- Serves in a liaison capacity to other agencies and groups;
- Monitors program expenditures; and
- Meets with community groups to discuss programs and resources and develops/maintains cooperative relationships with public and private entities.
- May act on behalf of the Director as designated.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: current social, economic and health issues and trends; principles and practices of effective supervision; public assistance programs, policies and regulations; the literature in the field of eligibility determination; casework supervision principles and practices; and effective interviewing techniques. Working knowledge of computer systems and standard office software to include the state Department of Social Services human services systems.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities -Demonstrated ability to: work effectively with others; work independently supervising and training others to deal effectively with the public; plan and manage work effectively; communicate effectively both orally and in writing; interpret laws, policies, and regulations and to make decisions based thereon; plan and supervise work activities, including service delivery, training, recordkeeping duties and organizational operations; develop and maintain good working relations with internal and external customers; and evaluate financial assistance programs.

Education and Experience- Bachelor's degree in the human services field and human services program experience in a lead or supervisory capacity **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Self-Sufficiency Manager</i>	<i>9</i>	<i>1</i>	<i>A</i>

Level Description – Self-Sufficiency Manager represents the management level that engages in managing employees who determine eligibility for government assistance programs and employment services. Employees plan, organize and manage the work of all eligibility and employment programs and supervise Self-Sufficiency Supervisors.

General Work Tasks (Illustrative Only) –

- Plans, organizes and manages the work of all eligibility and employment programs;
- Supervises all staff to include Self-Sufficiency Supervisors;
- Reviews and evaluates public assistance and employment service program policy and the effects of new programs/revisions on the agency, its staff and resources;
- Determines staffing needs and makes recommendations to the agency director;
- Establishes program goals and objectives;
- Recommends hiring, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans;
- Prepares and implements internal operating policies and procedures;
- Consults with Self-Sufficiency Supervisors on case problems not resolved;
- Coordinates self-sufficiency program goals and efforts with those of other agency units; arranges for and/or ensures proper and mandated training for all Self-Sufficiency staff;
- Serves as departmental liaison to citizen groups, professional groups and collateral staff in other agencies in the interpretation of eligibility programs;
- Plans and makes presentations and speeches to community, citizen and professional groups;
- Prepares or approves correspondence and oversees recordkeeping system;
- Assists in planning community resources;
- Leads special projects;
- Assists in budget preparation and monitors expenditures;
- Reviews and revises programs to meet public assistance trends;
- Collects and compiles data for long-range planning;
- Prepares ad hoc and regular reports for agency Director;
- Prepares public assistance and employment service program agenda items and materials for the Local Social Services Board;
- Ensures training and development of staff; and
- May act for the Director of Social Services as designated.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: current social, economic, health and governmental conditions and problems; human behavior and the ability to work effectively with individuals and groups; management principles and methods of administration, including planning, organizing, leading and personnel and fiscal management; public assistance programs, policies and regulations; and the literature in the field of self-sufficiency. Considerable knowledge of automated systems and standard office software to include the state Department of Social Services human services systems.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: plan, organize and direct the work of others; establish effective working relationships with staff, other agencies and the community; collect and analyze data and use it in short-and long-range planning; coordinate and deploy people, programs and resources; conduct workshops and make public presentations; and communicate effectively both orally and in writing.

Education and Experience- Bachelor's degree in the human services, management or related field and experience in eligibility work and employment service, including in a supervisory/managerial capacity **OR** any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**SELF-SUFFICIENCY SPECIALIST LICENSURE, REGISTRATION,
OR CERTIFICATION REQUIREMENTS**

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

21-000 Community and Social Services Occupations

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BENEFIT PROGRAMS SPECIALIST

Series Code:

**Pay Bands: (Benefit Program Specialist-5) (Supervisor-7)
(Manager -9)**

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Human Services-Eligibility-Benefits Programs. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY Band	Manager
5	<i>Benefit Program Specialist I, II, III & IV</i>	9	<i>Benefit Program Manager</i>
7	<i>Benefit Program Supervisor</i>		

Occupational Group Levels- This occupational group is comprised of five levels ranging from trainee level to supervisory level. The manager level also is included (Benefit Program Manager). The number of levels within the Local Departments of Social Services is determined by the levels of expertise required to perform responsibilities in deciding eligibility of persons to receive public assistance within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Benefit Programs Specialist I C	5	1	

Level Description- Benefit Program Specialist I represents the entry level in the occupational group for employees working under close supervision while being trained in determining eligibility for a variety of social services government assistance programs. Upon recommendation by the supervisor, approval by the director, and successful completion of the training program, the employee shall be redefined to a full-performance Benefit Program Specialist II with corresponding salary increase as indicated by the local department's compensation plan. **Benefit Program Specialist I is distinguished from the Benefit Program Specialist II by the latter's performing all the assigned eligibility duties independently and making judgments following agency practices and procedures and mandated federal, state, or local laws and policies.**

General Work Tasks (Illustrative Only) –

- Conducts interviews of persons to determine eligibility for assistance and re-determines their continuing eligibility;
- Explains nature of temporary assistance benefit programs and determines reasons and need for assistance;
- Processes applications for financial assistance and diversion; explains client responsibilities, rights and program availability;
- Evaluates consistency and completeness of data secured, and where indicated substantiates its accuracy;
- Computes assistance plans;
- Determines the need for and amount of allowances for special circumstance items;
- Evaluates such social factors as education, work experience, and levels of social functioning; and
- Evaluates employability of clients and explores potential sources of income.

Knowledge, Skills, and Abilities-

Knowledge- Some knowledge of: basic human behavior; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, gather information, and evaluate situations; analyze information; apply common sense understanding to carry out instructions furnished in written or oral form; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; use various types of automated technology to establish and maintain case records, access and retrieve data, create reports and manipulate data; maintain professional ethics related to confidentiality; and establish and maintain effective working relationships with others in a positive and tactful manner under sometimes stressful situations.

Education and Experience- High school diploma supplemented with additional training and related work experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Benefit Programs Specialist II</i>	<i>5</i>	<i>1</i>	<i>C</i>

Level Description- Benefit Program Specialist II represents the full-performance level in the Benefit Program Specialist occupational group. Employees' responsibilities are related to the determination and re-determination of eligibility of individuals and families for financial assistance, food stamps, medical assistance, and for other social services' benefit programs. The work is performed within established policies, procedures and guidelines, but certain aspects of eligibility determination require independent judgment, especially as related to evaluation of social factors influencing eligibility. Employees seek supervisory help for difficult or unusual situations only. **The Benefit Program Specialist II is distinguished from the Benefit Program Specialist III by the latter's performing advanced technical work requiring depth and breadth of knowledge to understand, analyze and act on complex cases. Also the Benefit Program Specialist III serves as a technical resource for others on social services' eligibility programs.**

General Work Tasks (Illustrative Only) –

- Interviews persons for assistance, obtains necessary information, and re-determines their continuing eligibility;
- Explains nature of temporary assistance benefit programs and determines reasons and need for assistance;
- Processes applications for financial assistance and diversion; determines eligibility for assistance and benefit levels using automated systems and manual methods;
- Interprets policies and procedures applicable to the various programs;
- Monitors all assigned cases for changes in recipient circumstances, and implements changes to appropriately reflect benefit level as mandated by Federal, State, or Local laws and policies;
- Evaluates employability status of clients and explores potential sources of income; explains client responsibilities, rights and program availability;
- Refers clients to service worker as the result of overall assessment of situation; prepares reports and maintains client records;
- Identifies possible fraud and makes appropriate referrals; evaluates consistency and completeness of data secured, and where indicated substantiates its accuracy;
- Explains the programs and the rights and responsibilities of applicants and recipients;
- Explores other possible sources of income;
- Computes assistance plans;
- Determines the amount of allowances for special circumstance items such as household equipment;
- Identifies clearly discernible social problems and makes referrals to Social Workers;
- Makes assessments of needs and services within the community. Gives applicants or recipients information about other agencies where they may go for services they seek and are able to utilize without explanation or supportive services.
- Explains a variety of programs under the social services umbrella such as employment services, child support services and child care services.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: practices of public service organizations; economic and basic human behavior; financial assistance programs sufficient to determine/re-determine eligibility for benefits; eligibility requirements for social service assistance as outlined by State, Local and Federal guidelines, regulations and policies; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: communicate effectively both orally and in writing with broad spectrum of individuals to include, but not limited to, customers, employers, courts, and medical professionals in person and on the phone; interview, gather information, re-evaluate each client's situation, and make referrals; determine a client's ownership share in situations; make mathematical computations; analyze information and determine from a variety of sources missing information and gaps; apply common sense understanding to carry out instructions furnished in written or oral form; use various types of automated technology to establish and maintain case records, access data such as estates, retirement accounts, and real estate, reports, and manipulate data; maintain professional ethics related to confidentiality; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; and establish and maintain effective working relationships with applicants and recipients, other public and private agencies, associates, and the public in a positive and tactful manner under sometimes stressful situations.

Education and Experience- Same as required in Benefit Program Specialist I with experience in benefit programs, use of computer software and hardware, and completion of required Benefit Programs training **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Benefit Programs Specialist III</i>	<i>5</i>	<i>3</i>	<i>C</i>

Level Description- Benefit Program Specialist III represents the advanced level in the occupational group. Employees are assigned advanced technical functions or projects that require considerable knowledge of all public assistance functions such as fraud or quality control case review. Employees in this class conduct the initial and ongoing eligibility determinations requiring advanced program knowledge, or provide quality control by examining cases completed by other eligibility workers for accuracy and uniformity. Work is performed independently in accordance with well-established guidelines and standards. The most complex situations are reviewed with the supervisor. **The Benefit Program Specialist III is distinguished from the Benefit Program Specialist IV by the latter's serving as a lead worker, providing guidance to other specialists, and supporting the supervisor by ensuring staff coverage, reviewing cases, and providing back-up supervision as required.**

General Work Tasks (Illustrative Only) –

- Contacts vendors for services and ensures payments to allow for the restoration or continuation of services.
- Monitors efficacy, trends of programs, and completes seasonal, quarterly and yearly reports;
- Participates on task forces, strategic planning, mentoring volunteers, students and new employees, teaching classes, and conducting outreach;
- Reviews cases for correctness, identifies significant errors/problems in caseloads and determines if the errors/problems are with the section, unit or with an employee;
- Provides statistical data and other information to support budget requests; interviews clients who provide questionable or fraudulent statements and information and determines program eligibility;
- Documents data and information gathered and compares findings with established guidelines of program eligibility;
- Prepares reports regarding quality control and makes recommendations to the supervisor;
- Explains programs, and the rights and responsibilities of applicants and recipients, and conducts follow-up as needed;
- Carries a caseload of clients receiving public assistance that involve complex issues;
- Serves as a resource to staff and the public concerning public assistance programs and eligibility requirements;
- Answers questions related to policies and procedures; and
- Maintains records, prepares reports, and submits summaries and information as required.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: applicable laws, codes, policies, and procedures related to public assistance programs; basic human behavior; financial assistance programs sufficient to determine benefits eligibility; human services programs and how each interrelates; the strategic planning process; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection, interrogation, and investigation.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: manage complex cases; read and interpret public policies and regulations sufficient to make decisions independently in a variety of public assistance program; train staff; speak in public, promoting agency programs; develop brochures and pamphlets and use audio-visual equipment; share learned information with co-workers; communicate effectively and diplomatically both orally and in writing with broad spectrum of individuals to include, but not limited to, customers, employers, courts, and medical professionals in person and on the phone; interview, gather information, re-evaluate each client's situation, and make referrals; determine a client's ownership share in situations where multi-ownership exists; assess client's needs through collection and analysis of employment history and pertinent personal, family and cultural information; use various types of automated technology to establish and maintain case records, access data such as estates, retirement accounts, and real estate, reports, and manipulate data; maintain professional ethics related to confidentiality; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; and establish and maintain effective working relationships with applicants and recipients, other public and private agencies, associates, and the public in a positive and tactful manner under sometimes stressful situations; and identify customers' needs and explore options to address these needs within the available community resources.

Education and Experience- Same as required in Benefit Program Specialist II with additional related work experience in benefit programs **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Benefit Programs Specialist IV</i>	<i>5</i>	<i>4</i>	<i>C</i>

Level Description- Benefit Program Specialist IV represents the leadership level in the occupational group. Employees perform responsible lead work related to benefit programs. Employees are responsible for serving as lead worker and providing training and guidance to other Benefit Program Specialists. Employees serve as support for the supervisor by performing tasks such as ensuring staff coverage, workload balance, training staff, reviewing case files, and providing back-up supervision of staff. Employees may provide consultation on complex cases and may also work on complex case assignments which require dealing with information that is sensitive and confidential. Employees work within established policies, procedures and guidelines with a high degree of independence, seeking supervisory assistance only in unusually complicated and difficult cases/situations. **The Benefit Program Specialist IV is distinguished from the Benefit Program Supervisor by the latter's spending a majority of time in supervisory activities such as handling personnel issues, problems, and evaluating the work of others.**

General Work Tasks (Illustrative Only) –

- Serves as lead worker and assists supervisor by conducting program training for staff, reviewing case files and providing back-up supervision of staff;
- Serves as a resource to staff by answering questions related to policies and procedures, suggesting effective methods of case management, and providing consultation regarding complex cases;
- Prepares case records and reports;
- Works on the most complex and sensitive cases;
- Interprets policies and procedures applicable to the various benefit programs, assists staff and clients in issues related to initial and continuing determination of eligibility of individuals and families;
- Collects and compiles statistics from caseloads;
- Provides training to other eligibility workers on an individual or group basis;
- Coordinates training programs and orientation for new employees and clients;
- Explores alternative sources of income and assistance;
- Responds to inquiries from the public concerning public assistance programs and eligibility requirements;
- Ensures that established deadlines are met;
- Prepares monthly reports and maintains records of activities;
- Assists in training new staff on policy and procedural matters; and
- Coordinates and interacts with other community resources and partners to assist clients in meeting assessed needs.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: applicable laws, codes, policies, and procedures, including civil and Circuit Court procedures; basic human behavior, social problems and resources, and interviewing techniques; social, economic, health, and cultural factors which can serve as barriers to employment; and counseling techniques.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: lead, coach and train other human services specialists; establish effective working relationships with applicants, recipients, co-workers, other agencies and the public; interpret financial assistance programs; express oneself tactfully, clearly and concisely, orally and in writing; function independently within established policies, procedures and guidelines, and to exercise sound judgment and resourcefulness in meeting difficult, non-routine situations; make mathematical computations; maintain professional ethics related to confidentiality; meet prescribed timeframes; solve problems; and gather and analyze facts and report them accurately.

Education and Experience- Same as required in Benefit Program Specialist III with additional work experience in a leadership role and benefit programs **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Benefit Programs Supervisor</i>	<i>7</i>	<i>1</i>	<i>A</i>

Level Description- This is the supervisory level in the occupational group. Employees supervise Specialists who determine eligibility for government assistance programs and a variety of other staff. Employees train, lead, and develop staff and monitor case management services. **The Benefit Program Supervisor is distinguished from the Benefit Program Manager by the latter's responsibilities for supervising Supervisors and managing program performance.**

General Work Tasks (Illustrative Only) –

- Provides administrative and programmatic supervision to staff;
- Reviews case management plans to include quality assurance of case management services;
- Develops written guidelines for delivery of case management services; assigns caseloads to staff;
- Coordinates and monitors activities of staff;
- Holds individual and group conferences to review cases and problems;
- Reviews case records and evaluates performance of staff members and recommends indicated action;
- Recommends hiring, disciplinary actions, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans;
- Represents staff needs to senior management team;
- Prepares and implements internal operating policies and procedures;
- Interprets regulation, policy and other program information changes to staff; trains new employees in areas such as agency policy, department procedures and agency or government regulations;
- Determines staffing needs and makes recommendations to management;
- Maintains records and prepares regular and special reports;
- Participates in developing and implementing agency administrative policy;
- Makes decisions on controversial cases or presents them for higher level action;
- Authorizes emergency assistance for applicants/recipients;
- Serves in a liaison capacity to other agencies and groups;
- Monitors program expenditures;
- Meets with community groups to discuss programs and resources and develops/maintains cooperative relationships with public and private entities;
- Assigns caseloads to staff; and
- May act for the Director of Social Services as designated.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: current social, economic and health issues and trends; principles and practices of effective supervision; public assistance programs, policies and regulations; the literature in the field of eligibility determination; casework supervision principles and practices; and effective interviewing techniques. Working knowledge of computer systems and standard office software to include the state Department of Social Services human services systems.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities -Demonstrated ability to: work effectively with others; work independently supervising and training others to deal effectively with the public; plan and manage work effectively; communicate effectively both orally and in writing; interpret laws, policies, and regulations and to make decisions based thereon; plan and supervise work activities, including service delivery, training, recordkeeping duties and organizational operations; develop and maintain good working relations with internal and external customers; and evaluate financial assistance programs.

Education and Experience- Bachelor's degree in the human services field and human services program experience in a lead or supervisory capacity **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Benefit Programs Manager</i>	<i>9</i>	<i>1</i>	<i>A</i>

Level Description- This is the management level of the occupational group for Benefit Program Specialist. Employees plan, organize and manage the work of all eligibility programs and supervise Benefit Program Supervisors.

General Work Tasks (Illustrative Only) –

- Plans, organizes and manages the work of all eligibility programs; supervises all staff to include Supervisors;
- Reviews and evaluates public assistance program policy and the effects of new programs/revisions on the agency, its staff and resources;
- Determines staffing needs and makes recommendations to the agency director;
- Establishes program goals and objectives;
- Recommends hiring, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans;
- Prepares and implements internal operating policies and procedures;
- Consults with Supervisors on case problems not resolved;
- Coordinates various program goals and efforts with those of other agency units;
- Arranges for and/or ensures proper and mandated training for all staff;
- Serves as departmental liaison to citizen groups, professional groups and collateral staff in other agencies in the interpretation of eligibility programs;
- Plans and makes presentations and speeches to community, citizen and professional groups;
- Prepares or approves correspondence and oversees recordkeeping system;
- Assists in planning community resources;
- Leads special projects;
- Assists in budget preparation and monitors expenditures;
- Reviews and revises programs to meet public assistance trends;
- Collects and compiles data for long-range planning;
- Prepares ad hoc and regular reports for agency Director;
- Prepares Benefit Programs agenda items and materials for the Local Social Services Board;
- Ensures training and development of staff; and
- May act for the Director of Social Services as designated.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: current social, economic, health and governmental conditions and problems; human behavior and the ability to work effectively with individuals and groups; management principles and methods of administration, including planning, organizing, leading and personnel and fiscal management; public assistance programs, policies and regulations; and the literature in the field of public assistance. Considerable knowledge of automated systems and standard office software to include the state Department of Social Services human services systems.

Skills- Skill in operating a personal computer and the associated office and agency software.

Abilities- Demonstrated ability to: plan, organize and direct the work of others; establish effective working relationships with staff, other agencies and the community; collect and analyze data and use it in short-and long-range planning; coordinate and deploy people, programs and resources; conduct workshops and make public presentations; and communicate effectively both orally and in writing.

Education and Experience- Bachelor's degree in the human services, management or related field and experience in eligibility work, including in a supervisory/managerial capacity **OR** any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

BENEFIT PROGRAMS SPECIALIST/ SUPERVISOR LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

25-000 Education Occupations

DRAFT

TEACHER-CHILD CARE

Group Code:

Pay Bands:

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Education. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
6	<i>Teacher-Child Care</i>		<i>(See Facility Director Occupational Group Description)</i>
8	<i>Teacher Supervisor- Child Care</i>		

Occupational Group Levels- This occupational group is comprised of two teacher classes ranging from a full performance level to a supervisory level. For Management, see the Facility Management occupational group. The number of levels is determined by the levels of expertise required to instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in child care centers within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Teacher-Child Care</i>	<i>6</i>	<i>1</i>	<i>B</i>

Level Description- Teacher- Child Care is the full performance level in the occupational group for Teacher-Child Care. Employees are responsible for planning and implementing daily programs of activities designed to meet the educational, psychological, social and physical needs of children. **The Teacher- Child Care is distinguished from the Teacher Supervisor- Child Care by the latter's having supervisory responsibilities for teachers and other support staff.**

General Work Tasks (Illustrative Only) –

- Works as a team member with the other education staff, parents and Parent Committee members to develop curriculum that is meaningful and meets the individual and program needs;
- Prepares daily lesson plans, which includes objectives;
- Develops an individual plan for each child to include goal setting based on identified needs and prescriptions of objectives and activities to meet established goals;
- Organizes and leads activities designed to promote physical, mental and social development, such as games, arts and crafts, music, storytelling, and field trips;
- Observes and evaluates children's performance, behavior, social development, and physical health;
- Identifies children showing signs of emotional, developmental, or health-related problems, and discuss them with supervisors, parents or guardians, and child development specialists;
- Meets with parents and guardians to discuss their children's progress and needs, determine their priorities for their children, and suggests ways that they can promote learning and development;
- Plans and directs the work of the Teacher Assistants; and
- Enforces all administration policies and rules governing students.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: preschool education systems and programs sufficient to provide daily program activities; pre-adolescent health problems sufficient to detect symptoms of illnesses/diseases in children; dietary standards sufficient to provide nutritious meals and snacks; objectives of childcare centers; methods, materials, equipment; age appropriate growth and development; cultural patterns and socio- economic differences relating to day care children; child protection laws and procedures; child educational and recreational instruction techniques; first aid/CPR, licensing regulations and procedures; various service resources in the community; principles of supervision; principles and methods for curriculum and training design, teaching and instruction for preschool children; the measurement of training effects; human behavior and performance; individual differences in ability, personality, and interests; and early childhood learning and motivation.

Skills- Skill in operating educational equipment, personal computer and other computer accessories.

Abilities- Demonstrated ability to: plan and implement educational day care programs; maintain children's records and daily reports; establish warm supportive relationships with children; develop and maintain positive relationship with staff and parents; administer first aid; operate equipment, educational and recreational

materials; schedule opening, closing and activities of day care center; be perceptive of the needs of children (children and parents/families); maintain confidentiality; maintain accurate reports and progress of children; communicate ideas and instructions orally and in writing; speak, read and write English well enough to teach others; write reports and business correspondence; read, analyze, and interpret general education requirements; speak before groups of individuals; calculate figures and amounts such as percent; exhibit patience and tact when communicating with children, staff, management, referral sources and the public; tell when something is wrong or is likely to go wrong; and administer first aid/CPR.

Education and Experience- Associate Degree in Early childhood education or a related field **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Teacher Supervisor Child Care</i>	<i>8</i>	<i>1</i>	<i>A</i>

Level Description- This is the supervisory level in the occupational group for Teacher –Child Care. Employees are responsible for planning and implementing daily programs of activities designed to meet the educational, psychological, social and physical needs of day care children. Employees are also responsible for supervising teachers and other support staff. **The Teacher Supervisor- Child Care is distinguished from the Teacher - Child Care by having supervisory responsibilities for teachers and other support staff.**

General Work Tasks (Illustrative Only) –

- Supervises teachers and support staff; acts in place of Facility Director when requested;
- Works as a team member with the other education staff, parents and Parent Committee members to develop curriculum that is meaningful and meets the individual and program needs;
- Prepares daily lesson plans, which includes objectives;
- Develops an individual plan for each child to include goal setting based on identified needs and prescriptions of objectives and activities to meet established goals;
- Organizes and leads activities designed to promote physical, mental and social development, such as games, arts and crafts, music, storytelling, and field trips;
- Observes and evaluates children's performance, behavior, social development, and physical health;
- Identifies children showing signs of emotional, developmental, or health-related problems, and discuss them with supervisors, parents or guardians, and child development specialists;
- Meets with parents and guardians to discuss their children's progress and needs, determine their priorities for their children, and suggests ways that they can promote learning and development;
- Plans and directs the work of the Teacher Assistants; and
- Enforces all administration policies and rules governing students.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: supervisory and management principles and practices; preschool education systems and programs sufficient to provide daily program activities; pre-adolescent health problems sufficient to detect symptoms of illnesses/diseases in children; dietary standards sufficient to provide nutritious meals and snacks; objectives of childcare centers; methods, materials, equipment; age appropriate growth and development; cultural patterns and socio- economic differences relating to day care children; child protection laws and procedures; child educational and recreational instruction techniques; first aid/CPR, licensing regulations and procedures; various service resources in the community; principles and methods for curriculum and training design, teaching and instruction for preschool children; the measurement of training effects; human behavior and performance; individual differences in ability, personality, and interests; and early childhood learning and motivation.

Skills- Skill in operating educational equipment, personal computer and other computer accessories.

Abilities- Demonstrated ability to: supervise and evaluate the work of others; plan and implement educational day care programs; maintain children's records and daily reports; establish warm supportive relationships with children; develop and maintain positive relationship with staff and parents; administer first aid; operate equipment, educational and recreational materials; schedule opening, closing and activities of day care center; be perceptive of the needs of children (children and parents/families); maintain confidentiality; maintain accurate reports and progress of children; communicate ideas and instructions orally and in writing; speak, read and write English well enough to teach others; write reports and business correspondence; read, analyze, and interpret general education requirements; speak before groups of individuals; calculate figures and amounts such as percent; exhibit patience and tact when communicating with children, staff, management, referral sources and the public; tell when something is wrong or is likely to go wrong; and administer first aid/CPR.

Education and Experience- Associate Degree in Early childhood education or a related field with leadership experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

TEACHER/SUPERVISOR-CHILDCARE LICENSURE, REGISTRATION OR CERTIFICATION REQUIREMENTS

Certification of first aid/CPR training and physical fitness may be required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

25-000 Education Occupations

DRAFT

TEACHER ASSISTANT- CHILD CARE

Group Code:

Pay Bands: (Teacher Assistant-Child Care- 3)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Education -Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
3	<i>Teacher Assistant-Child Care</i>		

Occupational Group Levels- This occupational group is comprised of one full performance Teacher Assistant- Child Care class. The number of levels is determined by the levels of expertise required to perform duties that are instructional in nature or deliver direct services to students. Employees serve in a position for which a teacher or another professional has ultimate responsibility for the design and implementation of educational programs and services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Teacher Assistant-Child Care</i>	<i>3</i>	<i>1</i>	<i>E</i>

Level Description- Teacher-Assistant is the full performance level in the occupational group for Teacher Assistant- Child Care. Employees are responsible for assisting teachers at day care centers in providing supervision, care and educational instruction for preschool children. Employees in this class are typically supervised by a Teacher-Child Care or Teacher Supervisor-Child Care.

General Work Tasks (Illustrative Only) –

- Accepts and implements instruction from Teacher;
- Provides care and protection of children;
- Assists with a developmental program of educational activities; assists with a developmental program of recreational activities;
- Encourages good habit development with eating, dressing, and napping;
- Observes child for health problems;
- Administers first aid;
- Works with staff to identify any adjustment problems of child;
- Provides extra assistance to students with special needs;
- Tutors and assists children individually or in small groups in order to help them master assignments and to reinforce learning concepts presented by teachers;
- Supervises students in classrooms, halls, school yards, and on field trips;
- Enforces administration policies and rules governing students;
- Observes students' performance, and records relevant data to assess progress;
- Discusses assigned duties with classroom teachers in order to coordinate instructional efforts;
- Instructs and monitors students in the use and care of equipment and materials, in order to prevent injuries and damage; and
- Presents subject matter to students under the direction and guidance of teachers, using lectures, discussions, or supervised role-playing methods.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: child growth and development sufficient to develop the educational levels of children and to supervise and provide guidance to children in a classroom setting; first aid/CPR; licensing regulations and procedures; emergency practices; pre-adolescent health problems sufficient to detect symptoms of illnesses/disease in children; child protection laws and procedures; principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects; and human behavior and performance.

Skills- Skill in operating educational equipment, personal computer and other computer accessories.

Abilities- Demonstrated ability to: implement educational day care program activities, under supervision; maintain children's records and daily reports; establish warm supportive relationships with children; develop and maintain positive relationship with staff and parents; administer first aid; perform physical motions required for instructional and recreational activities; communicate information and ideas in speaking so others will understand; listen to and understand information and ideas presented; and to tell when something is wrong or is likely to go wrong.

Education and Experience-High school diploma with require training in vocational schools and related on-the-job experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

TEACHER ASSISTANT LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Certification of first aid/CPR training and physical fitness may be required.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

37-000 Building and Grounds Cleaning Occupations

DRAFT

CUSTODIAN

Group Code:

Pay Bands: (Custodian-1)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the field of Building and Grounds Cleaning Services. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY Band	Practitioner	PAY BAND	Manager
1	<i>Custodian</i>		

Occupational Group Levels- This occupational group is composed of one level, the full performance janitor. The group level is determined by the expertise required to keep buildings in clean and orderly condition within the Local Departments of Social Services.

Occupational Title***Custodian*****Pay Band*****1*****Tier*****1*****EEO Code*****H***

Level Description- This is the full performance level for Custodian. Employees are responsible for keeping buildings clean and in orderly condition. Employees perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish.

General Work Tasks (Illustrative Only) –

- Mops, wipes, sweeps and vacuums floors using broom, mop, vacuum cleaner, and powered scrubbing and waxing equipment;
- Washes chairs, tables, desks, walls, windows, woodwork, and other furniture and equipment;
- Polishes furniture;
- Gathers and disposes of trash;
- Scrubs and cleans restroom areas and replenishes supplies;
- Maintains inventory of supplies and recommends need for ordering additional supplies;
- Does simple repairs; and
- Keeps outside areas picked up, swept, raked, and clean in general.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: cleaning techniques, and proper use of cleaning chemicals and solutions; safety rules and regulations as related to job; and principles of providing customer service.

Skills- Skill in operating industrial grade cleaning equipment and small hand tools.

Abilities- Demonstrated ability to: follow oral instructions; perform a variety of cleaning tasks; tolerate contact with a variety of cleaning products and solutions; lift heavy objects; stand for extended periods of time; use hand tools such as hammer and screw driver to make small repairs to furniture and building; and perform manual labor.

Education and Experience- Experience in performance of cleaning tasks indicating possession of the preceding knowledge, skills and abilities **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

CUSTODIAN LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

43-000 Office and Administrative Support Occupations

DRAFT

FISCAL ASSISTANT

Group Code:

Pay Bands: (Fiscal Assistant-3) (Supervisor-5)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in positions in the occupational field of Accounting Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
<i>3</i>	<i>Fiscal Assistant I ,II ,III</i>		<i>(See occupational groups for Accountant and Administrative Services Manager.)</i>
<i>5</i>	<i>Fiscal Assistant Supervisor</i>		

Occupational Group Levels- This occupational group is composed of four Fiscal Assistant levels ranging from entry level to supervisory level. For Management levels see the occupational groups for Accountant and Administrative Services Manager. The number of levels is determined by the levels of expertise required to compute, classify, and record numerical data to keep financial records complete. Employees perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records within the Local Departments of Social Services.

Occupational Title
Fiscal Assistant I

Pay Band
3

Tier
1

EEO Code
F

Level Description- Fiscal Assistant I is the entry level in the occupational group of Fiscal Assistants. Employees are responsible for routine computations, processing checks, assisting vendors, maintaining files, forms and reports and other clerical functions. Responsibilities require having some knowledge of accounting and bookkeeping principles. Employees perform duties under close supervision and must comply with directives and follow established policies and procedures. **The Fiscal Assistant I class is distinguished from the Fiscal Assistant II by the latter's having working knowledge of accounting and bookkeeping principles and processing a variety of documents for payment involving auditing for completion and accuracy requiring some judgment and interpretation of financial policies and regulations.**

General Work Tasks (Illustrative Only) –

- Processes invoices, checks, electronic fund transfers, and other fiscal transactions;
- Establishes and updates files;
- Retrieves information;
- Prepares periodic reports;
- Provides customer services via telephone, computer and in person;
- Coordinates with other departments, outside agencies, and vendors concerning payment matters; and
- Performs routine office functions, including preparation of documents, filing, copying, and faxing.

Knowledge, Skills, and Abilities-

Knowledge- Some knowledge of: clerical practices, office procedures, automated equipment, and business related mathematics.

Skills- Skill in operating a personal computer, associated business and agency software, a calculator, and other office machines.

Abilities- Demonstrated ability to: perform computations with reasonable speed and accuracy; communicate effectively with others in giving and obtaining information, in following prescribed operating instructions, and in preparing routine reports from fiscal data.

Education and Experience- High school diploma supplemented with basic fiscal support experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title
Fiscal Assistant II

Pay Band
3

Tier
2

EEO Code
F

Level Description- Fiscal Assistant II is the full performance level in the occupational group for Fiscal Assistants. Employees are responsible for processing various documents for payment involving auditing for completion and accuracy; reconciling statements by researching fiscal systems; performing numerous bookkeeping functions such as posting financial data, maintaining filing systems, verifying payments, and working with ledgers, journals, and computer printouts. Employees may assist in benefit issuance such as EBT card issuance and problem resolution. **The Fiscal Assistant II class is distinguished from the Fiscal Assistant III class by the latter's acting as a paraprofessional and performing fiscal control and agency accounting work associated with the preparation, maintenance, analysis, and processing of accounting records and financial transactions.**

General Work Tasks (Illustrative Only)-

- Provides customer service and monitors transactions;
- Processes program orders, invoices and account payments, prepares bids for procurement, develop and maintain financial records, complete forms and reports;
- Processes and pays administrative bills, public assistance payments and state reporting;
- Processes warrant registers/makes money payments for assistance and POS;
- Processes case actions and administrative bills;
- Reports financial and administrative expenditures;
- Receipts, posts and disburses monies in Special Welfare accounts;
- Collects and accounts for monies;
- Provides receipts and performs related record keeping functions;
- May prepare payrolls, personnel forms, mails and distributes accounts payable checks, and issues special checks; and
- May serve as back up to EBT issuance staff.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: accounting and bookkeeping principles and practices; office practices and procedures; keeping fiscal accounts and records; and data processing and spreadsheet applications.

Skills- Skill in operating a personal computer, associated business and agency software, a calculator, and other office machines.

Abilities- Demonstrated ability to: maintain detailed fiscal records and files; develop and maintain good working relationships with County personnel and the general public; communicate effectively both orally and in writing; and use mathematics to solve problems.

Education and Experience-High school diploma supplemented with bookkeeping coursework, and related fiscal support experience personal computer and associated business and agency software **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title
Fiscal Assistant III

Pay Band
3

Tier
3

EEO Code
E

Level Description- Fiscal Assistant III is the specialist and/or lead level in the occupational group for Fiscal Assistants. Employees are responsible for performing fiscal control and governmental accounting work associated with the preparation, maintenance and processing of accounting records and financial transactions. Responsibilities include maintaining accounting records concerning receipt, expenditure and balance of local, state or federal funds. Employees may maintain EBT inventory and perform EBT card issuance and problem resolution. **The Fiscal Assistant III class is distinguished from the Fiscal Assistant Supervisor by the latter's having supervisory responsibilities.**

General Work Tasks (Illustrative Only) –

- Performs verification, reconciliation and analysis and report presentation associated with accounting matters;
- Records transactions in journals, ledgers, and special forms;
- Prepares monthly and other reports on activities;
- Maintains and updates various financial reports and records, including quarterly transfer reports, account analysis and transaction summaries;
- Prepares statements;
- Sorts and distributes all documents as necessary;
- Maintains an accurate file of the bills;
- Researches, analyzes, and evaluates financial data; and
- Confers with customers/vendors to resolve discrepancies.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: the application of established bookkeeping and accounting principles and techniques to governmental accounting transactions; and arithmetic. Working knowledge of: state and local government fiscal regulations, policies and procedures; and office accounting methods and procedures.

Skills- Skill in operating a personal computer, associated business and agency software including spreadsheets, a calculator, and other office machines.

Abilities- Demonstrated ability to: organize and effectively process and maintain financial records and files and prepare reports from them; analyze and record information and to balance figures; understand or apply laws, regulations and policies to the maintenance of financial records; verify documents and forms for accuracy and completeness; type accurately at good speed; exercise independent judgment, discretion and initiative in completing assignments and in dealing with other employees and the general public; and establish and maintain effective working relationships with other employees and the general public.

Education and Experience-High school diploma supplemented with bookkeeping coursework, and related fiscal support experience using business and agency software to include spreadsheets **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Fiscal Assistant Supervisor</i>	5	3	A

Level Description- Fiscal Assistant Supervisor is the supervisory level in the occupational group for Fiscal Assistant. Employees are responsible for coordinating and supervising the operations of the accounting unit within the Local Departments of Social Services. May supervise either a specialized accounting unit such as Electronic Benefits Transfer (EBT), a unit with several accounting functions, or a combination of office, fiscal and administrative support staff. **The Fiscal Assistant Supervisor class is distinguished from Administrative Office Manager by the latter's responsibility for managing and coordinating a variety of clerical, administrative and fiscal functions and supervising Office Supervisors.**

General Work Tasks (Illustrative Only) –

- Oversees the preparation of accounting records and reports;
- Prepares some reports and reviews and approves reports;
- supervises and trains office, fiscal and administrative support employees;
- Plans, coordinates, assigns and reviews work of employees;
- Counsels and evaluates employee's performance and recommends personnel action;
- Reviews, monitors and analyzes accounting records, current and prior;
- Oversees or performs posting and verification of the accounts payable and accounts receivable ledgers for the department;
- Generates reports for informational purposes;
- Maintains and monitors status of grants and ensures accuracy of payments within the guidelines of State/Federal reimbursement procedures;
- Participates in audits, responds to audit findings, and takes appropriate corrective action if required;
- May oversee EBT program and ensure compliance with federal and state regulations;
- Analyzes and interprets regulations; and
- Conducts briefings and provides recommendations to management.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: Generally Accepted Accounting Principles (GAAP); Governmental Accounting Standards; governmental accounting and financial reporting; personal computer operations, systems and procedures; public assistance programs with emphasis on food stamps; and supervisory principles, practices, and techniques.

Skills- Skill in operating personal computer, associated business and agency software including spreadsheets, calculator, and other office machines.

Abilities- Demonstrated ability to: plan, coordinate, assign, and review work of employees; prepare financial reports including those required for Federal and State grants; perform research, analysis and interpretation of financial information and make recommendations; communicate effectively both orally and in writing; establish and maintain effective working relationships with others; and to train other employees.

Education and Experience- High school diploma supplemented with post-secondary coursework in office or business administration, accounting, computer science or related field, and related administrative or supervisory experience personal computer and associated business and agency software to include spreadsheets **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

43-000 Office and Administrative Support Occupations

DRAFT

SECRETARY

Group Code:

Pay Bands: (Secretary-4)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the occupational field of secretarial and administrative support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
<i>4</i>	<i>Secretary I, II</i>		

Occupational Group Levels- This occupational group is composed of two levels. The number of levels is determined by the levels of expertise required to perform secretarial responsibilities within the Local Departments of Social Services.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Secretary I</i>	<i>4</i>	<i>2</i>	<i>F</i>

Level Description- Secretary I is the full performance level in the occupational field for Secretaries. Positions are responsible for providing clerical and administrative support for managers within a Local Social Services agency by performing functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. **The Secretary I class is distinguished from Secretary II class by the latter's performing administrative and clerical responsibilities with agency-wide scope and acting as a lead worker.**

General Work Tasks (Illustrative Only) –

- Answers incoming telephone calls; screens calls;
- Provides information and assistance to callers and visitors; types, prepares or completes various forms, reports, correspondence, and other documents;
- Maintains paper and electronic file systems of departmental records;
- Opens, sorts and distributes incoming mail and emails;
- Takes and transcribes minutes;
- Coordinates meetings and travel schedules; and
- Performs general clerical tasks, which may include making copies and sending/receiving faxes.

Knowledge, Skills, and Abilities-

Knowledge- Working Knowledge of: administrative policies, procedures, organization, and functions of area of work; office practices, equipment and standard clerical techniques, computer-driven word processing; terminology, principles and methods utilized within the assigned area; and business English, spelling, punctuation, grammar and arithmetic. Some knowledge of bookkeeping may be required.

Skills- Skill in: operating a personal computer to enter, retrieve, review or modify data; utilizing word processing, spreadsheet, database or other software programs; and operating other office equipment such as typewriter or other electronic data-entry equipment. May perform basic maintenance of computer system and office equipment.

Abilities- Demonstrated ability to: interpret policy and procedural guidelines and resolve problems and questions; compile reports from records; type with accuracy at the speed required by the position; communicate effectively both orally and in writing; exercise independent judgment, discretion and initiative in completing assignments; exercise tact and courtesy in contact with the general public; establish and maintain effective working relations as necessitated by work assignment; keep abreast of any changes in policy, methods, computer operation as pertains to assigned areas; use independent judgment with little direct supervision; perform calculations using percentages and decimals; and read and understand assigned reports.

Education and Experience- High school diploma supplemented with related secretarial or clerical work experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Secretary II	4	3	F

Level Description – Secretary II is the advanced level in the occupational field for Secretaries. Employees are responsible for providing high-level administrative support for executives by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and provide leadership to other clerical staff. The Secretary II class is distinguished from Secretary I class by performing administrative and clerical responsibilities with agency-wide scope for an executive and acting as a lead worker to others. **The Secretary II is distinguished from the Administrative Coordinator I by the latter's primary responsibility for coordinating a variety of administrative activities and projects for executives rather than providing office and secretarial support for an executive.**

General Work Tasks (Illustrative Only) –

- Compiles, transcribes, and distributes minutes of meetings;
- Coordinates and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives;
- Greets visitors and determines whether they should be given access to specific individuals;
- Makes travel arrangements for executives;
- Manages and maintains executives' schedules; opens, sorts, and distributes incoming correspondence, including faxes and email;
- Prepares agendas and makes arrangements for committee, board, and other meetings;
- Researches and compiles information;
- Prepares invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software; and
- Prepares responses to correspondence containing routine inquiries.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: administrative rules, regulations, policies and procedures of the department; organization and functions of the locality; modern office practices and procedures; computer-driven word processing, spreadsheet, desktop publishing and graphics; file management (paper and electronic); and basic mathematics.

Skills- Skill in: operating a personal computer to enter, retrieve, review or modify data; utilizing word processing, spreadsheet, database or other software programs; and operating other office equipment such as typewriter or other electronic data-entry equipment. May perform basic maintenance of computer system and office equipment.

Abilities- Demonstrated ability to: maintain moderately complex records; draft routine documents; develop and modify work procedures, methods and processes; compile data from a variety of sources and prepare reports; exercise tact and courtesy in frequent contact with employees and public; proofread work of others; provide guidance to others in performing administrative and clerical activities; and establish and maintain effective working relationships.

Education and Experience- High school diploma supplemented with courses in business education and progressive responsible secretarial experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SECRETARY LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

May be required to be a Notary Public.

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

43-000 Office and Administrative Support Occupations

DRAFT

ADMINISTRATIVE COORDINATOR

Occupational Code:

Pay Band: (Administrative Coordinator- 4)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees that work in the occupational field of Administrative Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
4	<i>Administrative Coordinator I</i>		<i>(See occupational group for Administrative Services Manager)</i>
4	<i>Administrative Coordinator II</i>		

Occupational Group Levels- This occupational group is composed of two administrative coordinator levels, a full performance level and an advanced level. For Management, see occupational group for Administrative Services Manager. The number of levels is determined by the levels of expertise required to coordinate responsible projects, functions or administrative programs within the Local Departments of Social Services. **The Administrative Program Assistant occupational group is distinguished from that of the Administrative Coordinator in that the former performs responsible administrative duties in program areas for program professionals, whereas the latter performs responsible administrative and coordinative activities for an executive, board, or other top level managers.**

<u>Occupational Title</u>	<u>Pay Grade</u>	<u>Tier</u>	<u>EEO Code</u>
Administrative Coordinator I	4	3	E

Level Description- Administrative Coordinator is the full performance level in the occupational group for Administrative Coordinator. Positions are responsible for providing administrative support for an executive, board, or other top-level administrators by coordinating administrative functions and projects. **The Administrative Coordinator I is distinguished from Administrative Coordinator II by the latter's being a senior-level coordinator who plans, coordinates, and performs administrative activities; and provides guidance and/or supervision to other clerical or administrative staff.**

General Work Tasks (Illustrative Only) –

- Coordinates confidential or highly sensitive projects, daily administrative operations of the office, work flow, and meetings;
- Researches information, prepares reports and relays information;
- Handles problems and negotiates solutions with others such as vendors; coordinates departmental financial and budget information and transactions;
- Monitors budget transactions and current budget information and status;
- Coordinates administrative appeals by arranging dates, rooms, and other administrative activities;
- Responds to a variety of inquiries and complaints from citizens and others regarding operations or problems relating to administrative policies;
- Responds based on knowledge of the situation or program or coordinates a response with the appropriate staff.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: office systems, practices and administrations; business English; basic math; and programs, operations, and administrative policies and procedures. Some knowledge of budgeting and financial principles and practices.

Skills- Skill in operating a variety of automated office equipment including calculator, fax/copier and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: read and understand complex written materials and oral instructions; analyze and evaluate complex administrative situations; research information through several processes and to exercise appropriate judgment in establishing priorities, schedules and work methods; perform basic budgeting and or accounting functions; exercise judgment in the interpretation of situations and the recommendation of administrative or personnel actions; be tactful in dealings with people; provide good customer service; and compose correspondence , reports and related material with reasonable speed and accuracy.

Education and Experience- High school diploma supplemented with course work in a business education program that teaches office skills or course work in office administration offered by business schools, vocational-technical institutes, and community colleges and related administrative experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

Occupational Title**Pay Band****Tier****EEO Code**

***Administrative
Coordinator II***

4

4

E

Level Description-

Administrative Coordinator is the advanced level in the class series for Administrative Coordinator. Positions are responsible for providing administrative support by coordinating complex administrative functions and projects for executives and boards. The Administrative Coordinator II is distinguished from Administrative Coordinator I by being responsible for planning, coordinating, and performing complex administrative activities while providing guidance and/or supervision to other clerical or administrative staff.

General Work Tasks (Illustrative Only) –

- Oversees the work of administrative support staff to ensure the efficiency of administrative and business processes, programs, and agency;
- Recommends and processes appropriate personnel actions;
- Applies knowledge of policies, rules, regulations for administrative areas assigned;
- Plans, implements, and coordinates special projects, staff, and resources and prepares or supervises the preparation of management reports;
- Provides training in administrative practices and procedures for staff and others;
- Handles multiple administrative responsibilities; and
- Serves as a liaison for management on administrative issues.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: office systems, business practices and administrations; business English; basic math; and programs, operations, and administrative policies and procedures. Working knowledge of: principles, practices and techniques of supervision. Some knowledge of: budgeting and financial principles and practices.

Skills- Skill in operating a variety of automated office equipment including calculator, fax/copier and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: supervise diverse administrative functions; plan and schedule work activities for others; read and understand complex written materials and oral instructions; analyze and evaluate complex administrative situations, research information through several processes; exercise appropriate judgment in establishing priorities, schedules and work methods; perform basic budgeting and or accounting functions; exercise judgment in the interpretation of situations and the recommendation of administrative or personnel actions; and communicate effectively both in writing, such as special reports and speeches, and orally for presentations.

Education and Experience- High school diploma supplemented with course work in a business education program or course work in office administration offered by business schools, vocational-technical institutes, and community colleges and related administrative and leadership or supervisory experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

ADMINISTRATIVE COORDINATOR LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, and overnight travel may be required. Requires Central Registry check and may require criminal background check. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile

43-000 Office and Administrative Support Occupations

DRAFT

OFFICE ASSOCIATE

Group Code:

Pay Bands: (Office Associate-2) (Supervisor-5)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in the occupational field of Office and Administrative Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
2	Office Associate I, II, III		(See occupational group for Administrative Services Manager)
5	Office Supervisor		

Occupational Group Levels- This occupational group is composed of four practitioner levels ranging from entry level to supervisory. For Management levels see the occupational group for Administrative Services Manager. The number of levels is determined by the levels of expertise required to perform the duties. Employees perform jobs too varied and diverse to be classified in any specific office clerical occupation. Responsibilities require knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of the individual local agency and may include a combination of answering telephones, typing or word processing, stenography, office machine operation, and filing.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Office Associate I</i>	<i>2</i>	<i>1</i>	<i>F</i>

Level Description- Office Associate I is the entry level in the occupational group for Office Associates. Employees perform general office work that follows well defined methods and procedures. Employees work in a variety of environments and may work individually or in combination with other employees. Employees are responsible for performing the basic office support duties following the Local DSS office's administrative policies, practices, and procedures and working under close supervision. **This level is distinguished from the Office Associate II by the basic and developmental nature of the duties performed by positions, and the latter's performance of more intermediate duties which require knowledge and application of organizational policies, rules, and procedures.**

General Work Tasks (Illustrative Only)-

- Answers phones and routes calls to appropriate staff;
- Greets visitors, routes individuals to appropriate staff;
- Sorts and files alphabetically, numerically, or by other established method;
- Maintains and purges files and other records;
- Copies and distributes documents;
- Opens, sorts, date-stamps and distributes mail;
- Types correspondence, memos, reports and or forms from written source documents;
- Updates manual or other publications; and
- Uses computers and office equipment in performance of typical duties.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: spelling, grammar, punctuation; basic arithmetic; and typical office software. Some knowledge of: office etiquette, office methods and procedures.

Skills- Skill in: operating office machines including personal computers. Basic keyboarding skill is required.

Abilities- Demonstrated ability to: work well with others; perform basic mathematics, follow oral and written instructions; communicate effectively both orally and in writing, and perform a variety of office support tasks; read, write legibly and listen; follow instructions; file alphabetically and numerically; and work well with co-workers and public.

Education and Experience- High school diploma supplemented with basic clerical experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Office Associate II	2	2	F

Level Description- Office Associate II is the full performance level in the occupational group for Office Associates. Employees work in a variety of environments and may work individually or in combination with other employees. Employees are responsible for performing independently a wide variety of office support activities ranging from routine to complex following office and administrative practices, policies and procedures. Unusual issues and situations are referred to the supervisor. **The Office Associate II is distinguished from the Office Associate III by the latter's performing more complex office and program support responsibilities that require some program knowledge and the following of office and administrative practices, policies, and procedures.**

General Work Tasks (Illustrative Only)-

- Answers phones, provides information, and refers caller to appropriate staff or community resource;
- Greets visitors/customers, provides information, answers questions related to the operations of the agency and makes referrals to appropriate staff or community resource;
- Posts a variety of routine information and data to keep agency records;
- Sets-up, organizes files, purges records, and maintains filing systems;
- Types correspondence, memos, reports and/or forms from rough drafts, clear copies, notes or recordings;
- Logs statistical or fiscal data in a variant of formats and generates reports;
- Collects and distributes information such as broadcasts, mail, and faxes;
- Researches customer activity in mainframe and local computer applications;
- Runs mail using mail processor;
- Receives, sorts, and distributes mail to the appropriate party; and
- Uses computer and office equipment to input, retrieve, verify, scan, and research information.

Knowledge, Skills, and Abilities-

Knowledge- Working knowledge of: spelling and punctuation, grammar and basic English; basic arithmetic; office etiquette, office methods and procedures; agency's office and administrative practices, policies, rules and procedures to include completion of forms and format; and office software along with the ability to learn agency-specific mainframe applications. (Those positions working with the mail may have to have some knowledge of the postal regulations and locations of various departments.)

Skills- Skill in: operating personal computer and associated business and agency software; and operating calculator and other office machines.

Abilities- Demonstrated ability to: work well with others; perform basic mathematics; communicate effectively both orally and in writing; follow written and oral instructions; file accurately; research files and organize information; understand, apply, and communicate office policies, procedures and services; multi-task; keep office records and logs; proofread; deal with others using tact and courtesy; and developing good relationships with public, customers, and co-workers.

Education and Experience- High school diploma supplemented with related clerical or administrative experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Office Associate III</i>	<i>2</i>	<i>3</i>	<i>F</i>

Level Description- Office Associate III is the advanced level in the occupational group for Office Associates. Employees work in a service or administrative program area(s) performing a broad variety of office and program support responsibilities that require applying some program knowledge and office and administrative practices, policies and procedures to perform specific office support activities. Employees may serve as a lead worker and provide guidance to office support staff or others. **The Office Associate III is distinguished from the Administrative Program Assistant I class in that employees in the latter class perform complex office and administrative support duties in a specialized program area such as in accounting, human resources, information technology and have a working knowledge of the program area and technical aspects. The Office Associate III is distinguished from the Office Supervisor in that supervisors spend a majority of their time in supervisory activities such as handling personnel issues and assigning and reviewing the work of others.**

General Work Tasks (Illustrative Only)-

- Types or transcribes correspondence, memos, minutes, reports or originals from rough draft, clear copy, recordings, shorthand, or notes;
- Composes routine correspondence and memos;
- Proofreads written and numerical documents;
- Sets appointments for interviews or meetings;
- Records inventory, statistical or fiscal data in a variety of formats and compiles informational reports as needed;
- Handles or contributes to reports and other documents, including fiscal and personnel documents, of intermediate scope and impact;
- Provides information to customers regarding programs, policies and rules of the department; handles inquiries from others regarding services;
- Performs research in automated and paper systems;
- Sets up and organizes files;
- Purges records;
- Maintains filing systems;
- Troubleshoots minor computer problems sufficient to resolve or submit service requests; calls in trouble tickets;
- May provide guidance and training to other clerical staff and office volunteers;
- Prepares purchase orders and other internal documents; and
- Processes items for payments and handles petty cash.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: office and administrative practices, policies and procedures as related to assigned program and office support activities; spelling, grammar and punctuation; office terminology, procedures, and equipment technology and office software programs; and mathematics to calculate percentages, formulas and averages to solve mathematical problems. Some knowledge of: elementary bookkeeping and accounting.

Skills- Skill in: operating a personal computer, printer, scanner, and a variety of standard office machines and equipment. Some skill in performing basic maintenance of computer system and general office equipment to include some troubleshooting of automation equipment problems.

Abilities- Demonstrated ability to: organize information and develop/maintain records in various formats; communicate effectively both orally and in writing; follow written and oral instructions; multi-task; establish and maintain effective working relationships with coworkers, customers, other public and private agencies, and the public sometimes under stressful situations; collect and disseminate information; make computations with speed and accuracy; file alphabetically or numerically; proofread; type from clear copy or draft; make minor decisions in accordance to regulations and established practices; advise and interpret policies and procedures in researching and resolving inquiries, requests and complaints; and act as a leader to other clerical staff.

Education and Experience- High school diploma supplemented with related clerical or administrative experience in social services or related field **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
<i>Office Supervisor</i>	<i>5</i>	<i>1</i>	<i>F</i>

Level Description- Office Supervisor is the supervisory level in the occupational group for Office Associate. Employees are responsible for supervising Office Associates and planning and coordinating office support services. **The Office Supervisor distinguished from Administrative Office Managers by the latter's responsibility for managing and coordinating a variety of clerical, administrative and fiscal functions and supervising Office Supervisors.**

General Work Tasks (Illustrative Only)-

- Supervises the office associates and coordinates office services activities and functions;
- Maintains personnel and other administrative records including performance reviews; handles disciplinary issues;
- Trains staff and orients new employees;
- Keeps financial and other production reports;
- Ensures quality of work of employees supervised;
- Assigns and schedules work;
- Analyzes fiscal and other data;
- Develops new office procedures; and
- Recommends personnel and administrative actions.

Knowledge, Skills, and Abilities-

Knowledge- Comprehensive knowledge of: agency, department or section administrative and program practices, policies and procedures; spelling, grammar and punctuation; agency and business software; computer operations; and personnel policies and procedures; and supervisory principles and practices.

Skills- Skill in: operating and supervising others in the use of office equipment including the personal computer.

Abilities- Demonstrated ability to: interpret, apply, and supervise others on program policies, procedures and services; train others; provide leadership and guidance to others; recommend actions to improve procedures; review and proofread the work of others; prepare and generate statistical and narrative and confidential reports; assess circumstances and make administrative decisions that positively affect the unit, staff and the customer; supervise others; plan and organize work for others; coordinate a variety of tasks and activities simultaneously; be flexible; determine objectives, work standards, allocate and assign work; and organize workflow and develop associated procedures.

Education and Experience-High school diploma supplemented with post-secondary coursework in office or business administration, accounting, computer science, or related field, and related administrative and supervisory experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

**OFFICE ASSOCIATE/SUPERVISOR LICENSURE, REGISTRATION,
OR CERTIFICATION REQUIREMENTS-**

None

SPECIAL REQUIREMENTS-

Occasional weekend work, work during inclement weather, work during other unusual conditions or overnight travel may be required. Requires undergoing Central Registry and criminal background checks. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile.

43-000 Office and Administrative Support Occupations

DRAFT

ADMINISTRATIVE PROGRAM ASSISTANT

Group Code:

Pay Bands: (Administrative Program Assistant- 4)

Occupational Group Description

This occupational group describes the collective characteristics of the work performed by employees in positions in the occupational field of Office and Administrative Support. Each level indicates a difference in job complexity and sets a foundation for the development of career paths within this occupational group.

PAY BAND	Practitioner	PAY BAND	Manager
4	<i>Administrative Program Assistant I, II</i>		<i>(See occupational group for Administrative Services Manager)</i>

Occupational Group Levels- This occupational group is composed of two administrative program assistant practitioner levels. For Management levels see the occupational group for Administrative Services Manager. The number of levels is determined by the levels of expertise required to provide administrative support in functional administrative program area(s) such as fiscal, human resources, information technology or other program and administrative areas where specialized clerical and administrative program activities are performed within the Local Departments of Social Services. **The Administrative Program Assistant occupational group is distinguished from that of the Administrative Coordinator in that the former performs responsible administrative duties in program areas for program professionals, whereas the latter performs responsible administrative and coordinative activities for an executive, board, or other top level managers. The Administrative Program Assistant occupational group is distinguished from that of the Office Associate by he former's responsibility for performing very specialized clerical and administrative responsibilities and having to apply administrative and program knowledge in support of a program or professional.**

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Administrative Program Assistant I	4	1	F

Level Description- Administrative Program Assistant I represents a variety of office and administrative specialists such as fiscal, human resource, procurement and other administrative and office specialists. Employees in this class perform complex office and administrative support duties in a specialized program areas such as in accounting, human resources, information technology and are responsible for composing routine and non-routine correspondence; proofreading or reviewing others' work; preparing or contributing to various reports; having frequent contact with others in administrative program areas to advise others; making compliance decisions; and dealing with information that is sensitive and confidential. **The Administrative Program Assistant I class is distinguished from the Administrative Program Assistant II class by the latter's performing paraprofessional activities, acting as an assistant to professionals, and having responsibilities in a functional administrative program area such as fiscal, human resources, or information technology in combination with limited supervisory responsibilities.**

General Work Tasks (Illustrative Only) –

- Conducts business with the public, employees and other departments, answering questions and providing guidance, requiring the ability to assess the situation and determine a plan of action;
- Maintains cost, financial, inventory, manpower, payroll, personnel records, or other specialized records and reports in order to account for and evaluate items purchased, services rendered, security, productivity or other control oriented activities;
- Makes recommendations to improve services, collections or other products by comparing data such as production reports, transactions or fiscal summaries;
- Interprets, explains and gathers information regarding specific program services, policies, and procedures;
- Records information such as inventory, personnel, statistical or fiscal data and compiles informational reports;
- Proofreads work of others;
- Sets up hardware or loads software under carefully controlled parameters;
- Determines compliance with programmatic requirements and approves or disapproves services, activities or financial payments; and
- Composes routine, non-routine, sensitive and confidential memos, reports, forms, or other correspondence.
- May serve as a leader for other clerical or administrative employees providing training and guidance.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: office practices and procedures; agency policies and procedures as related to the subject area; and personal computer and office and agency software. Working knowledge of: basic math, accounting and bookkeeping; English, grammar, and use of the dictionary; and laws, rules, regulations pertaining to the subject area. Some knowledge of technical aspects of program area.

Skills- Skill in operating a variety of automated office equipment including the calculator, fax/copier and computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: interact professionally with all levels of agency personnel and the public; communicate effectively both orally and in writing; analyze and manipulate data and prepare reports; maintain complex records; assemble and organize data and prepare reports; make required mathematical computations; interpret and follow oral and written policies, procedures, rules and regulations; maintain harmonious working and public relations; provide guidance to others; and organize and prioritize work and make independent work processing decisions.

Education and Experience- High school diploma supplemented with post-secondary coursework in office or business administration, accounting, computer science or related field, and clerical or administrative experience **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

<u>Occupational Title</u>	<u>Pay Band</u>	<u>Tier</u>	<u>EEO Code</u>
Administrative Program Assistant II	4	2	E

Level Description- Administrative Program Assistant II is the paraprofessional level of administrative support in the occupational group for the administrative program assistant. Employees perform responsible administrative and technical work acting as assistants for program professionals having responsibilities in support of agency program planning, management, evaluation and execution activities or responsibilities in a functional administrative program area such as fiscal, human resources, or information technology in combination with limited supervisory responsibilities. **The Administrative Program Assistant II class is distinguished from the Administrative Program Assistant I by the former's acting as assistant to professionals and performing some of the duties of the professional in a supportive role.**

General Work Tasks (Illustrative Only) –

- Oversees or performs fiscal duties such as accounts payable, Special Welfare, reporting and reconciling financial data, and/or participating in audits; performs compliance assurance, records management, scheduling, data collection and analysis;
- Conducts research and prepares reports;
- Compiles and interprets multiple types of statistical data; evaluates agency procedures, policies and programs and recommends actions;
- Organizes materials for brochures, publicity, and other public relations activities; participates in special projects such as seminars;
- Designs, coordinates and/or disseminates information relevant to training needs of staff;
- Communicates program and/or agency policies, regulations, practices to County staff, vendors and the public;
- Provides needed updated materials that interrelate and are useful in program service development;
- Resolves problems and makes recommendations for improvement;
- May oversee or perform information systems technical support and systems security functions;
- Assists in budget preparation and compilation;
- Analyzes budget and management reports;
- Monitors accounts and expenditures;
- Makes recommendations; and
- May plan, organize and supervise work of office, fiscal and administrative support staff and administrative functions for a program area.

Knowledge, Skills, and Abilities-

Knowledge- Considerable knowledge of: general clerical and administrative practices and procedures; of modern office practices, procedures and equipment; bookkeeping and budget preparation; and word processing, spreadsheet and data base and graphic software packages. Some knowledge of: basic techniques in

conducting planning, research, evaluative and statistical work; effective supervisory principles; and policies, practices and procedures of the assigned program areas.

Skills- Skill in: operating a variety of automated office equipment to include calculator, fax/copier and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Abilities- Demonstrated ability to: effectively use common business and agency software packages; research, interpret, understand, apply and communicate agency program and service information; provide operational and administrative support to professionals in assigned agency programs and services; assist with the measurement of program performance against goals and objectives; systematically compile data, interpret and report monitoring and evaluation findings; communicate effectively both orally and in writing; work effectively with other employees, professionals, and with the public; and exercise discretion and make sound decisions relative to assigned program area.

Education and Experience- High school diploma supplemented with post-secondary coursework in office or business administration, accounting, computer science or related field, and related administrative experience in social services or related field **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

**ADMINISTRATIVE PROGRAM ASSISTANT LICENSURE,
REGISTRATION, OR CERTIFICATION REQUIREMENTS**

None

SPECIAL REQUIREMENTS:

Occasional weekend work, work during inclement weather, work during other unusual conditions, or overnight travel may be required. Requires undergoing Central Registry and may require criminal background checks. May be required to report for emergency shelter duty.

Effective Date:

This is a description of a group of positions and not an individual position description. The occupational group description is general in nature representing all the positions. Recruitment and selection standards for an individual job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and Work Profile